



EROAD

Red Paper

It's as simple as $E=MC^2$



This is the fourth in an ongoing series of published EROAD Red Papers which set out to discuss key points for consideration by a motor carrier when contemplating sourcing a product to ensure compliance with the ELD final rule. Three prior red papers focused on the following topics:

#1 [Leverage a broader solution platform for ELD compliance.](#)

#2 [Going the extra mile to certify compliance.](#)

#3 [Is your RFP built to source the right ELD solution?](#)

This paper will attempt to bring the foregoing together to demonstrate why EROAD is the best ELD partner for your fleet. As you consider various options for satisfying the ELD mandate, are you thinking about opportunities to maximize your investment by ensuring the technology platform provides other essential functions?

The due diligence process to select the right ELD solution and provider presents a unique opportunity to evaluate the capability of the technology solution in its entirety. Exploring whether it can, or has the potential to, provide many of key features that satisfy your compliance and commercial needs is a challenging consideration. Capturing data and analysis to monitor driver performance, maintain your fleet, track your fleet movements, record accurate distance to simplify tax reporting, document and maximize your fuel efficiency are some things to consider. Beyond the investment of an ELD, layering these additional benefits incrementally can be cost- and operationally effective.

EROAD keeps its eyes on the mark

EROAD has built an entirely new kind of technology platform for the commercial transport sector: designed from the ground up to meet the highest performance, financial and evidential standards.

EROAD's policies and procedures are aligned to internationally accepted control objectives and practices for privacy, security and information systems. These include our hardware being certified by Federal Information Processing Standard (FIPS) 140-2 Level 3, Common Criteria EAL 2+ALC_FLR.1, and the United States Government Accountability Office Audit and Security Guidelines.

In 2012, EROAD initiated and entered a commercial and regulatory pilot of its electronic weight mile tax solution in Oregon. The Oregon Secretary of State Audit Division conducted an independent audit of the EROAD solution and found:

- EROAD hardware and service platform accurately and reliably calculated tax information.
- System generated mileage reports were accurate within 1% variance.
- EROAD web services provide a secure and stable platform for transmitting, processing and storing your information.
- EROAD data, reports and records are more reliable and accurate than paper records.

EROAD demonstrated exemplary quality through independent testing and validation on multiple fronts for the tax platform, which will be leveraged for our compliant ELD solution. It is this industry-leading standard that sets a strong foundation upon which a customer's trust is built and maintained.



You've made a big investment so you need to be confident it will work

Your chosen ELD solution provider will ultimately need to certify that their ELD meets the mandated requirements to be registered with the FMCSA. The solutions on the registry as of February 2017 are self-certified by the provider and not by the FMCSA. Until – and after – such time as the agency establishes, confirms and implements its final test procedures, the question is whether self-certification is sufficient; to keep your operations safe and compliant, not only should your provider register by the compliance date of December 2017, they should remain on the registry and keep abreast of FMCSA's decisions around their formal test procedures and be ready to engage this process successfully.

If, for whatever reason, the ELD solution you have implemented is removed from the registry, you may be exposed to risks that can cause disruption to your business and operations. At worst, your fleet of vehicles – and your business - may come to a grinding halt. You will need to quickly swap out some, or even all, of your ELD equipment and retrain your drivers and users to stay compliant and keep operating.

Together, EROAD and PIT Group aim to set a new standard for ELD technology

At EROAD, the *minimum* has never been good enough for us. We know how much compliance matters to our customers, which is why we consistently follow rigorous internal testing procedures and protocols for our tax and compliance solutions. With our ELD, we plan to go the extra mile by partnering with industry experts, PIT Group, to independently test and validate our solution prior to mid-year 2017.

Together, EROAD and PIT Group seek to provide additional assurance for carriers around the quality of an ELD solution. To supplement EROAD's internal testing framework and procedures to ensure that we remain on the registry, PIT Group will conduct independent testing and verification of the EROAD ELD solution, and confirm that it satisfies FMCSA technical specifications, as well as the operational requirements of fleets.

WHAT SHOULD YOU BE LOOKING FOR? WHAT SHOULD YOU ASK A VENDOR?

Is the provider of a prospective solution for your ELD offering something that is accurate and reliable? You need to be able to trust, come audit time, that you've captured everything required to comply with the ELD mandate, and that you've not been left high and dry by your technology. An unreliable device or system will waste your time and put you at risk during an audit. Closely related to accuracy is up-time. In other words, how many minutes each month can you expect the service to be working – or not working? So check that the operator is transparent about uptime and accuracy. An ELD provider that's open about those things is making a statement about its confidence in its product. You are well advised to check into other aspects of vendor reliability.

The technology you install in a truck should last at least as long as the vehicle itself. The tech world moves incredibly quickly, so ask if the company you're considering uses the latest technology. Legacy systems that haven't kept up with tech trends can slow them – and you – down.

Find out how often a company releases software updates. Companies that update regularly – perhaps as often as every month – show that their technology platform is built for future needs, and that they



respond to customer pain points. And do they provide over-the-air software upgrades free as part of the service, or are they an additional cost?

It's worth finding out how much a company spends on research and development, too. The only technology companies that thrive are those that constantly innovate, so any company worth its salt will be happy to share what it spends on R&D. If the company is publicly listed, that information will be freely available any way.

First and foremost, is the system you're using secure? No system is 100 percent hack-proof, but you should expect bank-grade levels of security. A good tech company will ask independent security specialists – often former hackers – to evaluate its system (i.e., try to break in) at least once a year. There are US and international standards for technology security, so ask your prospective provider whether their product conforms to standards such as FIPS 140-2 and Common Criteria.

Be sure to find out whether your tech supplier has a helpdesk and what hours it's staffed – it gives you confidence if you know that someone will pick up the phone if needed.

EROAD answers all the above concerns with industry-leading responses that denote the kind of technology partner that you want to be on your team.

ADD IT ALL UP AND WHAT DO YOU GET?

Albert Einstein devised the famous theory of relativity that is mathematically stated as $E=MC^2$

Modern scholars have only now learned Einstein's intended meaning was

EROAD = Motor Carrier's "Second"



The most common characteristic of a duel between gentlemen was the presence of a "second" for both parties. The seconds were gentlemen chosen by the principal participants whose job it was to ensure that the **duel** was carried out under honorable conditions, on a proper field of honor and with equally deadly weapons.

As a motor carrier you are daily venturing out on to the field of competition where you work tirelessly to distinguish yourself from your competitors and fight for your share of the freight market. It's a tough sled in challenging circumstances in an industry where profit margins are slim. You look for any competitive advantage that will give you an edge.

EROAD as your "second" gives you that edge. Solution providers are becoming more sophisticated, with new capabilities that move beyond tactical GPS tracking and the proverbial "dots on a map". Next-



generation, business intelligence-driven solutions serve as the nerve center of fleet businesses allowing them to reach entirely new levels of productivity, cost savings and differentiating customer service. EROAD's technology platform is best in class making it highly desirable as your "second" standing alongside you in day to day operation. Use of telematics has been known to increase productivity by as much as 20% or more.

If there is one constant with telematics, it's change. New technology emerges rapidly — and the way that technology is used evolves at the very same time. That means new trends are always on the horizon and an evolving successful fleet needs a nimble technology partner that that can offer timely opportunities for change management to keep your fleet several steps ahead of your competition. EROAD is not encumbered by a dinosaur legacy computer system that is struggling to catch up with modern user requirements. EROAD offers cutting-edge, state-of-the-art technology and products.

Put it all together and there should be no question that EROAD is the best ELD partner for your fleet.

About EROAD, Inc.

EROAD, Inc. is a leading transportation technology and services company, headquartered in Tualatin, Oregon. EROAD's in-vehicle technology and global electronic platform enables carriers to efficiently utilize their capital and reduce the costs associated with fleet operations and management. EROAD offers a complete suite of user-friendly compliance and telematics solutions, including automated IFTA, electronic weight-mile tax, ELD-ready electronic logbook, support for driver safety, vehicle maintenance, fuel and fleet utilization reporting. EROAD's independently proven, secure platform guarantees accurate data that you can rely on to provide insight and competitive advantage.

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