fleetwave®
technician

frequently asked questions

What is FleetWave Technician?

FleetWave Technician is a companion app to FleetWave fleet management software, designed for smartphone and tablet use.

The app allows data entry directly into your central FleetWave system in real time, from anywhere your staff are working.

The app has been designed with workshop technicians in mind. With simplified FleetWave functionality, your technicians can efficiently manage the completion of maintenance and repair tasks including:

- Stock management

- Timesheets

- Vehicle Inspections

- Part Requests

What are the benefits of a dedicated technician app?

FleetWave Technician has been designed to speed up and regulate your workshop and technician processes. The intuitive interface and simple workflow remove the need for time-wasting manual admin.

This means you get consistent and accurate real-time data straight into your FleetWave system. This gives you the power to make better decisions based on your technician data, meaning you can save time and money on your workshop activity.

As a fleet manager, how does FleetWave Technician help me optimize my workshop?

Many of the features of FleetWave Technician help fleet managers gain better visibility and control over workshop processes. You can:

- Configure push notifications to your workforce, including work assignment and parts availability.

- Track your technicians on the road to give accurate ETAs for breakdowns.

- Configure links to other crucial websites, giving your technician access to additional information directly through the app.

- And much, much more!

What devices can be used with FleetWave Technician?

FleetWave Technician can be downloaded directly to any smartphone, tablet or mobile device via the Apple App Store or Google Play App Store.

How much does FleetWave Technician cost?

FleetWave Technician comes as standard with the FleetWave *Advanced* edition at no extra cost. It cannot be purchased as a standalone app.

Is FleetWave Technician compatible with my FleetWave edition?

FleetWave Technician is fully compatible with FleetWave *Advanced* and FW2 *Enterprise* editions. You must ensure you are on FleetWave code version - 2.134.947 onwards.

It is not compatible with FleetWave *Lite* or *Core* editions, or older versions of FleetWave or Roadbase software.

How do I start using FleetWave Technician?

Customers currently using the legacy Workshop Hub software can switch to FleetWave Technician immediately by downloading the app and requesting a client id through support.
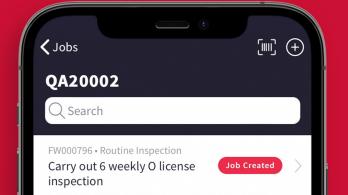
All other customers who would like to take advantage of the new app should contact our customer success team to discuss the best option for your business: customersuccess@chevinfleet.com

If you are new to FleetWave, consider whether the *Advanced* Edition is right for you by visiting our website pricing page, or contacting our sales team: sales@chevinfleet.com.

I currently use the FleetWave Workshop Hub - how is this different?

Workshop Hub is browser-based, meaning it is not optimized for mobile devices. FleetWave Technician is an app installed on your mobile device, so it brings extra functionality that isn't available in Workshop Hub. This includes:

- Push notifications
- Device GPS location
- Single Sign On (SSO)

What if I want to keep using Workshop Hub and not upgrade?

You can continue using the browser-based Workshop Hub – there are no plans to retire it. However as a legacy product, Workshop Hub will no longer be updated. We would encourage users to make plans to switch to the FleetWave Technician app when they feel able to do so.

Do I need training to implement the app?

FleetWave Technician is intuitive and easy to use, but our support team can provide you with detailed help guides and videos to improve understanding and adoption of the app.

When implementing FleetWave Technician in your business, we would recommend the following best practice for a smooth transition. Communication is key when letting your workers know of any tech enhancements:

- Let them know when the upgrade will happen and what it means to them.
- Ensure key staff familiarize themselves with the changes by accessing our help guides and videos prior to the upgrade
- Appoint a superuser to be on hand to answer any questions
- Let us know your thoughts so that we can continue to enhance your experience: customersuccess@chevinfleet.com

About Chevin

We understand that your fleet is the core of your business. If it stops, everything stops.

As a global business, delivering software across 180 countries, we have over 30 years' experience providing leading technology solutions, designed to keep your fleet moving.

We currently manage over a million vehicles and assets across the world, so you know you're in safe hands.

With us by your side, you'll be able to take your fleet - and your business - further.