



CUSTOMER CASE STUDY



Continuous improvement is key for us. We always want to improve what we are doing today. The implementation of the innovative and impactful MiX Telematics solutions across the G4S fleet has allowed operations to focus on other areas of innovation and improvement – a win on every front.



- David Armitage, Head of Fleet Services, G4S Cash Solutions



About Us

MiX Telematics is a leading global provider of fleet and mobile asset management solutions delivered as Software-as-a-Service, or SaaS, to customers in over 120 countries. The company's products and services provide enterprise fleets, small fleets and consumers with solutions for efficiency, safety, compliance and security.

01

CUSTOMER

G4S Cash Solutions Ltd

02

REGION

United Kingdom

03

INDUSTRY

Security

04

TOTAL FLEET SIZE

1,485

05

VEHICLE TYPES

Light commercial vehicles, heavy goods vehicles

06

SUBSCRIPTION

MiX 4000, MiX DriveMate, MyMiX, MiX Insight Agility

07

AIMS

Reduce environmental impact, minimise accidents, optimise fuel spend

08

RESULTS

Increased RAG scoring by 66%, decreased collision rate by 80%, decreased idling hours by 43%

09

CUSTOMER WEBSITE

www.g4s.com/en-gb

Long-standing security company exceeds their safety and environmental goals with MiX Telematics

Targeting success

G4S is a leading multinational integrated security company founded in Copenhagen, that offers a variety of security-related products, services and solutions. They have a far-reaching heritage of more than 100 years.

Their UK Cash fleet currently runs a total of 1,485 vehicles. Light commercial vehicles (LCVs) make up a majority of the fleet alongside a small number of heavy goods vehicles (HGVs). They utilise 9 different vehicle models with 28 variants.

G4S has two main company goals. Firstly, they strive to reduce their environmental impact by lowering their CO2 emissions. Due to them operating in predominantly urban areas, this goal is not only important to them but is also in the best interest of the communities they work in.

Secondly, G4S is aiming to improve driver safety as their employees are of paramount importance to them. Safety is also a part of the values they want to uphold each day.

MiX Telematics partnered with G4S Group to focus specifically on the needs of G4S Cash Solutions Ltd. This division of the company offers secure cash management solutions. Through the partnership, they wanted to reach the following three key objectives:

- reduce the environmental impact of their fleet operations.
- minimise road collisions.
- optimise fuel spend.

Lastly, all data that is captured about the company's fleet of vehicles and drivers is combined and placed into dynamic, customised reports using MiX Insight Agility. This tool allows G4S to analyse their fleet's efficiency and safety, and then put activities into action to improve in the necessary areas.

Finally, to make this a future proof partnership, G4S was assigned a MiX Telematics customer success team.

This team continuously analyses data and then supplies guidance as to where improvements can be made and how successful behaviours can be supported.

Quarterly meeting cadences with G4S' fleet, HR, Health and Safety, risk and operations teams as well as union representatives are also held. In these cadences, action plans and progress is discussed with transparency.

Results

Securing the future

The partnership between G4S and MiX Telematics delivered great results within only a few months of implementation. This is especially impressive since it happened during COVID, a difficult economic period globally.

The action of improving driving behaviour has been proven time and again to be directly correlated with a decrease in collision rates. Since a safer fleet is one of the main goals of G4S, it was a major win for them to see a 66% improvement in drivers' RAG scores within a mere six months.

39% of drivers are now classified as 'green' or safe drivers which is twice as much as what was initially benchmarked prior to activation of the MiX solutions. This RAG score improvement directly led to an 80% reduction in collisions within the G4S fleet.

As was mentioned previously, the second critical goal of G4S is to reduce the environmental impact of their fleet through the reduction of carbon dioxide emissions. Idling plays a large factor in how much harmful emissions are emitted by vehicles.

Within a period of only four months, the company's fleet reduced their idling hours by 43%. This reduction equates to a reduction of two tons of CO2 emissions during that time. As the project and partnership continues, G4S can eventually limit their emissions by six tons a year!

It is safe to say that, with the huge results that MiX Telematics has enabled for them, G4S is on the right track to be a leader in safe and environmentally friendly fleet management.

Implementing long-term solutions

To help G4S achieve their objectives, MiX Telematics installed the following technology:



HIGHLY COMMENDED

UK Fleet Safety Partnership Award with MiX Telematics and G4S Cash Solutions



- MiX 4000, an on-board computer that measures vehicle/engine diagnostics.
- MiX DriveMate, an in-vehicle display that provides live feedback to drivers.
- MyMiX, a driver engagement app.
- MiX Insight Agility, a reporting suite that collates Big Data into dynamic dashboards.

All four of these components are playing an integral role in creating a successful solution for G4S Cash Services. To reach the company's objectives, it was very important to first assess driving behaviours (such as idling hours and speeding) by looking at the diagnostics data captured by the on-board computer.

Unsafe driving behaviours that could lead to accidents were noted. These behaviours were then linked to specific drivers using an identification card and then those drivers were given relevant training and guidance on how to improve on any poor habits.

Drivers have also been given greater control as they are, in the end, the ones on the road daily. The in-vehicle display MiX DriveMate has seven LED lights that illuminate while a driver is driving to represent different types of behaviour.

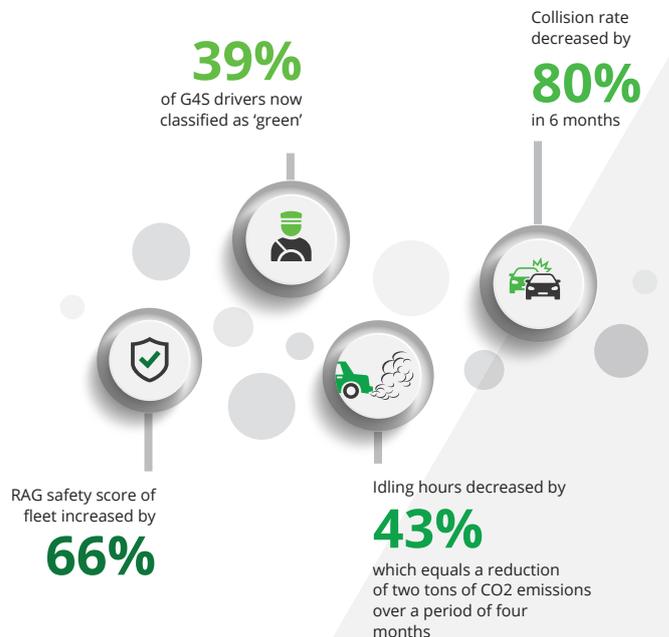
A green light equals safe, amber equals a warning and red signifies a warning.

According to the data from this display, each driver is assigned a RAG score, which stands for red, amber, and green.

This system makes drivers continuously aware of their behaviour and if they are engaging in unsafe behaviours, they can self-correct as they go. If not, their RAG scoring provides G4S' team an idea of which drivers need training.

Alongside the above, the MyMiX app gives drivers access to their performance scores. They can see exactly when and where driving events have been triggered and what type of events they were.

This access serves as a great motivator for drivers because they can see their driving scores improve as they change their behaviour. Drivers can also see how their score compares to that of their colleagues.



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www.mixtelematics.com