



Want to Win in the IoT / M2M Fleet Telematics Market?

As more commercial fleets enjoy the benefits of IoT / M2M vehicle telematics, customers are seeking more reliable connections, with flexible rate plans and seamless coverage across geographic areas, including remote locations. These programs are also becoming more complex, from the simple need to manage location, routing, and fuel costs to requirements for mission-critical reliability, connectivity for life, and innovative market differentiation.

On-board telematic solutions are helping truck fleets overcome a wide range of challenges threatening to inhibit efficient and cost-effective management. New regulations, including tighter carbon emissions rules as well as new standards for drivers, are putting pressure on managers to comply. Legislation can mandate new fleet standards that can force companies to upgrade fleets or even replace vehicles. Ever rising fuel costs continue to reduce margins.

The market for fleet management in North America is in a growth period which will continue in the years to come; the number of systems in active use is forecasted to grow at a compound annual growth rate (CAGR) of 15.5% from 4.7 million units in 2014 to 9.7 million units by 2019, according to Berg Insight. Likewise, in Europe, the fleet management market continues to expand quickly, with the number of fleet management systems in active use forecasted to grow at a compound annual growth rate of 14.2% from 3.65 million units at the end of 2013 to 7.10 million by 2018.

Aeris has been connecting fleet technologies for more than a decade. Our customers include leading companies in fleet management, telematics, trailer tracking, commercial fleets, leasing, and more. The Aeris solution was made for machines and therefore able to deliver more reliable connectivity and higher quality of service than traditional cellular operators.

COMMITMENT TO QUALITY OF SERVICE ENSURES MARKETPLACE ADVANTAGE

Our relentless focus on quality of service will improve the performance of your vehicle telematics solution and create a marketplace advantage for you. The Aeris approach is to

fully understand the key performance metrics of your solution and target objective improvements that make a difference to your customers. For example, for other telematics service providers, we have increased call success rates by over 10%, and have delivered a 20% reduction in latency for primary customer applications like dispatch. These improvements dramatically improve the end customer experience and provide a competitive differentiator for your business.

We were able to deliver those benefits by:

- Providing access to multiple cellular operators in most countries and enabling the customer to control which operator is used based on quality of service, not cost. All told, you will improve reliability and call success with our larger network footprint.
- Implementing shoulder tap functions to restart devices that had been suspended. This can reduce latency by up to 20% as compared to standard SMS shoulder taps. The solution also standardizes functionality across all operators globally. Lower latency in shoulder taps translates directly to improved solution performance when dispatch needs to reach out to a truck.
- Always-on capabilities that enable persistent IP sessions across geographies and operators, reduces latency and increases consistency in the user experience. For example, long haul drivers in the U.S. face complicated driver log regulations, and delays and latency in transmitting driver log information results in a driver downtime and higher operational costs. Improving that experience translates to happier customers and a competitive advantage in the market.

UNMATCHED INSIGHT INTO NETWORK PERFORMANCE

Aeris provides the highest level of support in the industry through complete transparency into network performance, self-service tools to diagnose and correct issues, and a

support organization honed to the unique needs of fleet programs. During the last 12 months, we have maintained 99.95% reliability across the coverage footprint. Plus, we have reduced operational support costs by greater than 10% and cut trouble ticket resolution time in half for our fleet customers.

Some of the key capabilities — unmatched by traditional operators — that enable this level of support include:

- A real-time database of both network performance and traffic information accessible via APIs and the Aeris AerPort portal. This system is connected to an alerting / alarming / action platform that enables issues to be resolved in an automated way or raises the visibility before they become significant issues. For example, when a device has registered on the network over 100 times in an hour, there is likely a performance issue with that device, and AerPort will provide a notification immediately to shorten downtime and prevent overages.
- A robust Service Level Agreement that identifies, targets, and tracks key metrics such as uptime, response time, severity levels, and issue resolution time. Our industry-leading SLA ensures that operational issues are resolved quickly, truck rolls are avoided, and wasted time is eliminated.

EXPERIENCED PARTNER WITH MARKET LEADERS

Aeris has the deepest fleet experience of any cellular operator. We support over 3 million automobiles and long haul trucks today and are the connectivity partner today for some of the most technologically advanced fleet and auto companies in the world, including:

- Honda
- Hyundai
- Chrysler
- Fiat
- Trimble
- PeopleNet

By supporting these business with telematics connectivity , we have learned an enormous amount about the industry's support requirements and best practices. We look forward to bringing that experience to you.

Technology investments for fleet are expensive and upgrades are time-consuming. To keep pace with the rapidly evolving regulatory and management environment, you need a connectivity partner that understands your business as well as you do. Aeris stands alone in our ability to help you improve operational efficiency and be prepared for the future.

ABOUT AERIS

Aeris is a pioneer and leader in the market of the Internet of Things — as an operator of end-to-end IoT and M2M services and as a technology provider enabling other operators to build profitable IoT businesses. Among our customers are the most demanding users of IoT services today, including Rand McNally, Leica, and Sprint. Through our technology platform and dedicated IoT and M2M services, we strive to fundamentally improve their businesses — by dramatically reducing costs, improving operational efficiency, reducing time-to-market, and enabling new revenue streams. Visit www.aeris.com or follow us on Twitter @AerisM2M to learn how we can inspire you to create new business models and to participate in the revolution of the Internet of Things.

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