

Choose Fleet Tracking With Confidence

10 questions every New Zealand fleet should ask
before choosing or renewing a provider

The lowest quote is rarely the whole story. Contract terms, support, data access, compliance reporting and integration costs often become clear only after implementation.

Use it as a worksheet for each provider

1**Print one set per provider**

Print or duplicate pages 2-3 once for every provider you assess, then add their name and the meeting date.

2**Capture the evidence**

Use the note line under each question to record the answer, proof offered and anything needing follow-up.

3**Compare consistently**

Transfer your scores to page 4 and record any deal-breakers before making the final decision.

KEEP THE EVIDENCE

Ask providers to confirm important commercial, technical, privacy and service commitments in writing. Keep each completed worksheet with the relevant proposal so the decision is based on comparable evidence.

Independent buyer guidance, with Cartrack NZ information clearly separated on page 4.

Questions 1-5

Start with outcomes, cost, commercial terms, support and capability.

PROVIDER: _____ DATE: _____

1

What are you trying to improve?

ASK

Define the operational outcome first: fuel, safety, RUC administration, maintenance, asset protection, dispatch or another measurable priority.

PROVIDER NOTE _____

WHAT GOOD LOOKS LIKE: The provider understands your operation before recommending a solution.

2

What is the true total cost?

ASK

Include hardware, installation, subscriptions, modules, users, training, transfers, de-installation, warranty replacements and integration work.

PROVIDER NOTE _____

WHAT GOOD LOOKS LIKE: You receive an itemised total cost per vehicle in writing.

3

What are the contract and cancellation terms?

ASK

Check the minimum term, notice period, exit charges, hardware ownership, vehicle changes, outstanding hardware payments and post-exit data access.

PROVIDER NOTE _____

WHAT GOOD LOOKS LIKE: Every obligation is explained in clear, plain language.

4

Who installs, supports and services the system?

ASK

Ask who performs installations and warranty work, where support is based, how faults are escalated and what response targets apply.

PROVIDER NOTE _____

WHAT GOOD LOOKS LIKE: There is one accountable path from implementation to ongoing support.

5

Does it manage more than dots on a map?

ASK

Consider driver safety, maintenance, compliance, cameras, jobs, forms, assets, cost reporting and EV information - including what costs extra.

PROVIDER NOTE _____

WHAT GOOD LOOKS LIKE: The platform can grow without forcing you to replace the core system.

Questions 6-10

Then test compliance, ownership, data control, integration and implementation.

PROVIDER: _____ DATE: _____

6

How well does it support New Zealand compliance?

ASK

Ask to see RUC and eRUC workflows, WOF / CoF / registration reminders, pre-start checks, maintenance records and historical audit information.

PROVIDER NOTE _____

WHAT GOOD LOOKS LIKE: The provider demonstrates the complete New Zealand workflow.

7

Who develops the platform, and can it grow with you?

ASK

Confirm who owns the core platform, manages updates and faults, prioritises improvements and supports larger or more complex fleets.

PROVIDER NOTE _____

WHAT GOOD LOOKS LIKE: Ownership and accountability remain clear when something goes wrong.

8

How is your fleet data protected and controlled?

ASK

Clarify ownership, hosting, security certification, user access, retention, export rights, incident response and what happens when the service ends.

PROVIDER NOTE _____

WHAT GOOD LOOKS LIKE: Security and data-control questions receive specific, practical answers.

9

Will it connect with your existing systems?

ASK

Check API availability and cost, documentation, available data, technical support, integration responsibilities and possible partner charges.

PROVIDER NOTE _____

WHAT GOOD LOOKS LIKE: Capability, limitations, responsibilities and costs are transparent.

10

How will the provider prove the solution is right for you?

ASK

Request a workflow-based demonstration, relevant references, a pilot or staged rollout, training, implementation milestones and agreed success measures.

PROVIDER NOTE _____

WHAT GOOD LOOKS LIKE: The provider has a practical plan to reduce implementation risk.

Compare the answers

Score each provider out of five and note any issue that would rule them out.

Evaluation area	Provider 1	Provider 2	Provider 3
Fit with your objectives	/ 5	/ 5	/ 5
Total and ongoing cost	/ 5	/ 5	/ 5
Contract flexibility	/ 5	/ 5	/ 5
Installation and support	/ 5	/ 5	/ 5
Fleet-management capability	/ 5	/ 5	/ 5
New Zealand compliance	/ 5	/ 5	/ 5
Platform ownership and scale	/ 5	/ 5	/ 5
Data security and control	/ 5	/ 5	/ 5
API and integrations	/ 5	/ 5	/ 5
Implementation and training	/ 5	/ 5	/ 5

How Cartrack NZ measures up

- 1 Fit with your objectives:** End-to-end fleet management, extended with assessed specialist partner solutions where they add value.
- 2 Clear total cost:** Itemised quotes cover hardware, installation, subscriptions and add-ons, with practical options where useful.
- 3 Flexible terms:** Month-to-month services with 30 days' notice.
- 4 Local installation and service:** Free installation and lifetime warranty for Cartrack-supplied hardware while managed under a valid subscription. Work is led by employed mobile NZ technicians.
- 5 Capability that grows:** Tracking, safety, maintenance, compliance, cameras, apps, assets, reporting and EV tools in one connected ecosystem.
- 6 Built for New Zealand:** 10+ years locally, with RUC/eRUC, WOF/CoF, registration, pre-start and maintenance workflows.
- 7 Owned and proven at scale:** FleetWeb and Cartrack apps are developed internally by a large global R&D team. 2.8M+ vehicles tracked across 24+ countries, with 20+ years' experience.
- 8 Secure, customer-owned data:** Hosted in New Zealand under ISO 27001-certified information-security management and applicable law.
- 9 Open integration:** The API is open and free, with technical guidance available. Integration build work may carry customer or partner costs.
- 10 Practical implementation:** Local specialists support scoping, rollout, training and ongoing service, with a 24-hour technical-resolution target wherever possible.

NOTES / DEAL-BREAKERS



PUT US TO THE TEST

Bring Cartrack these ten questions. We will explain what is included and demonstrate the workflows that matter to you.

- Local NZ support
- 30 days' notice
- Free installation



Talk to a local fleet specialist

09 444 1244

solutions@cartrack.co.nz

Important: Full commercial, technical, privacy and data-handling details are available on request and in Cartrack's applicable terms and policies. The 24-hour resolution objective is a service target, not a guarantee.