Fleet Software Buying Checklist

Ask every provider the same questions and compare them fairly.

How to use this checklist

Ask each provider the questions below. Score each answer **0** (no), **1** (partly or not sure) or **2** (yes, and they showed you). Add up the scores at the bottom. Write the names of up to three providers in the headings. Do not decide on the total alone: any item marked **must have** that scores 0 should worry you.

#	Question	Provider A	Provider B	Provider C
Easy for everyone to use				
1	Works well on a phone, and keeps working when the connection is weak **(must have)**			
2	A driver can learn the basics in a few minutes **(must have)**			
3	Different people see only what they need (drivers, mechanics, managers)			
Does the job you need				
4	Vehicle inspections with a clear record for every vehicle **(must have)**			
5	Maintenance tracking and reminders for services and repairs **(must have)**			
6	Reminders for roadworthy, insurance and licence renewals			
7	Fuel, incidents and costs recorded in one place			
8	Reports you can read and export			
Support and setup				
9	Support that answers quickly, in your time zone and language **(must have)**			
10	Help to set up and move your existing vehicle and driver records			
11	Training for your drivers and staff			
Costs and fairness				
12	Clear pricing you can explain in one sentence **(must have)**			
13	A free trial or a live demo using your kind of fleet			
14	You can leave and take your data with you **(must have)**			
Your data				
15	You own your data, and you are told who can see it **(must have)**			
16	Your records are backed up			
	Total score (out of 32)			

Provider names: A _____ B _____ C _____

Free to print and share. Follow your vehicle manufacturer's manual and current local requirements.

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Questions to ask during a demo

1	Can you show me how a driver completes an inspection on a phone, from start to finish?
2	What happens when the phone has no signal? Does the work get saved and sent later?
3	How do I see every open fault and every overdue service across my whole fleet?
4	How are insurance, roadworthy and licence renewals tracked, and who gets the reminder?
5	How do I get my existing vehicle and driver list into the system?
6	What is the pricing model, and what would it cost for a fleet of my size? What is not included?
7	What training and support do you offer, and how quickly do you respond?
8	If I stop using it, how do I get my records out?

Warning signs to watch for

- They will not show you the software working, only slides.
- The price is unclear, or changes depending on who you speak to.
- Nobody can tell you where your data is kept or how you can take it out.
- It only works on a computer in an office, when your drivers work on phones.
- No support contact that you can reach, or no training offered.
- They push you to decide today.

Want to see how Fleet Command Hub answers these?

Ask us any question on this list and we will answer it, or book a walkthrough built around your fleet. Call +233 30 398 3477, WhatsApp +233 57 000 0065 or visit hopelynx.com/fleet-command-hub.

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