

Velociti Introduces Trucking Industry’s First Technology Maintenance Program To Include Proactive System Health Monitoring

Velociti, a global provider of technology deployment and support services introduces VelociCare, a program for post-deployment maintenance support of on-board technologies to the trucking industry.

([PRWEB](#)) October 02, 2016 -- Velociti Inc., a global provider of technology deployment and support services, today announced its new VelociCare program for post-deployment maintenance support of on-board technologies, including proactive system health monitoring, hardware repair and replacement and system upgrades.

“Velociti is the first and only company to provide a formal program for providing maintenance support of on-board technologies after deployment,” said Deryk Powell, president of Velociti. “Fleets deploy a range of technologies for a variety of reasons but these systems are only beneficial when they are working. They must be maintained just like tires and engines.

“With the ELD mandate and the rapid growth of the connected vehicle, prioritized maintenance of on-board technology is essential,” added Powell. “The consequences of non-functioning equipment are far worse than just not meeting ROI projections.”

VelociCare is a subscription-based support program, providing customers with set pricing and the ability to accurately budget for on-board technology support. VelociCare can be customized based on a wide range of categories, but always includes its one-of-a-kind proactive system health monitoring feature. This feature automatically monitors real-time information about the performance of the supported technology and allows Velociti to resolve any situation quickly, based on the severity of the issue and the customer’s preferences. For example, a malfunctioning ELD in a long-haul scenario is scheduled for repair as soon as possible, whereas an issue such as a system settings adjustment on a local-delivery scenario is typically addressed upon return of its delivery schedule for the day. In all cases, Velociti guarantees completion timeframes with a service-level agreement.

In addition, Powell said, “the proactive nature of VelociCare allows for technology problems to be addressed before they get out of hand and become even more costly for the carrier. We’re helping our customers eliminate the hidden downtime between system failure, the reporting of that failure, and finally the resolution.”

The VelociCare package also includes:

Web-based Project Management with real-time updates of any pending repairs.

System Troubleshooting by Velociti’s Tech Support Call Center

Inventory Storage, Shipping and Staging

User Training

Extended Warranties

“The need to maintain and support on-board technologies is often underestimated,” Powell stated. “A reactive approach to technology support leads to increased downtime while a proactive, preventive approach can assure that not only benefits are realized, but that safety and compliance requirements are met as well. As trucking increases its use of technology, VelociCare makes it easier to budget and plan for the support, maintenance and



repairs that are a necessary part of technology use.”

About Velociti Inc.

Velociti is a global provider of technology deployment services, specializing in the installation & service of a broad range of transportation and networking technology products. Velociti’s experience allows enterprise level technology consumers to maximize ROI as a result of leveraging expert, rapid deployment. Velociti clients include many Fortune 500 companies from a wide variety of market segments including transportation, retail, distribution, manufacturing, healthcare, government, education, food service and public venues. For more information visit www.velociti.com or call toll free (855)-233-7210.



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