



FREQUENTLY ASKED QUESTIONS

Last Updated August 20, 2010

1. What exactly is ARI insights?

A: The new system is a proprietary application developed by ARI, the vendor for the statewide contract for vehicle maintenance program. It is an online fleet information system that allows users to track inventory, maintenance, and fuel data for vehicles just like you do now in MAXIMO. This system will replace MAXIMO.

2. How different is the new system?

A: Well, insights is different from MAXIMO. The windows and formats will not be the same, but you will find most the same fields and probably some improved functionality.

3. I already use insights; will there be any changes for me?

A: Yes. For those personnel who are currently using ARI insights, you may notice some differences. We have configured the menus and detail windows to fit what most State fleet personnel are used to. Given your experience in the system, you will be able to choose whether to use your current setup or the standard State of Georgia configuration. Additionally, we have added fields that are not standard to insights, and there will be changes in how information is updated in the system.

4. Will I be able to manually enter fuel and maintenance transactions?

A: Yes. There are data entry screens that allow you to input the date, cost, gallons and odometer readings for each fuel transaction and the date, type of service, VRMS code, odometer reading and cost for each maintenance transaction.

5. I am not enrolled in the ARI maintenance program; will I have to pay a monthly fee or join the program after implementation?

A: No. The State will use insights as the fleet data system and while we believe that the maintenance program is worthwhile, it is not mandatory to join the program to use the system. Additionally, no agency will incur additional costs for using insights.

6. Will the WEX fuel data be imported into the system?

A: Yes. ARI already has a fuel feed from WEX, and we will have that feed activated for State of Georgia vehicles.

7. When will MAXIMO be decommissioned?



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A: We are planning for users to stop using MAXIMO in November 2010; however, we will keep the system up and running for a couple of months after implementation as a precaution.

8. Will the historical vehicle data be available in the new VITAL?

A: Yes, we will import all data from July 2007 until go-live. This will include vehicle history, inventory, fuel, and maintenance data.

QUESTIONS FROM THE WEBINAR (There may be repeats)

9. Allyson spoke earlier about having to go back into MAXIMO for certain things. Will we use two systems long term and what times would require us to go back to MAXIMO?

A: After Nov 1, everyone will be using ARI insights; you will not use MAXIMO.

10. Q: Can we download the software to use offline or use this system off line to manage our fleet?

A: No. This is a hosted solution and can only be accessed online.

11. Can we please determine what we are going to call this program so that it is clear. You know in our old system it was VITAL/MAXIMO. What do we call this? Insights? ARI VITAL?

A: The system will be called VITAL.

12. I already use Insights routinely. Will I use the same ID and log-in that I have currently?

A: Yes. You will have the same User ID and password. In fact, you will likely see some of the changes in menu options and field configuration before we launch for everyone in November.

13. Will this webinar be posted anywhere on the web? On DOAS website?

A: Yes. All webinars will be posted online and available through the online archive at GoToWebinar.

14. Can we enter older data that should have been entered into MAXIMO for example FY10

A: You will be able to enter older fuel, maintenance and odometer readings.

15. Do we still need to use MAXIMO for vehicle purchases.

A: After Nov 1st, you will not need to use MAXIMO. The VR tool is integrated into insights.



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- 16. Did not see location for agency specific vehicle number?**
A: A vehicle # and VIN field is on every page. The vehicle number will be the State ID.
- 17. Do I understand correctly that our onsite mechanic will be able to input service and repair data on site?**
A: Yes. Your onsite mechanic will be able to manually enter transactions into the maintenance input screen (called PO History Entry in insights.) This same functionality is available now in MAXIMO.
- 18. Do we continue to enter current Fiscal year maintenance data into Maxi-no?**
A: Yes. All fleet data need to be entered into MAXIMO until you transition to insights. We will identify a specific cutoff date for data entry into MAXIMO closer to full implementation.
- 19. For agencies not on ARI what format is needed to send an electronic file for automatic entry into the system?**
A: We have a generic interface for fuel data that can be used to provide fuel transactions purchased outside of the Wright Express network. Maintenance data will need to be entered manually if your agency does not use ARI.
- 20. Does ARI have an interface for importing records? For agencies not on ARI what format is needed to send an electronic file for automatic entry into the system?**
A: Yes for fuel imports. OFM has an existing generic interface/format for fuel transactions. For all vehicles not enrolled in the ARI maintenance transactions will need to be entered manually.
- 21. Can I use insights to manage pooled vehicles for instance allowing people to setup reservations?**
A: Insights does not have an integrated pool scheduling module.
- 22. How do we get signed up to have access to ARI?**
A: We are contacting the primary fleet contact in every agency for a list of users. You should get in touch with the fleet contact to ensure that you are identified as a user for the new system.
- 23. When are the training dates for hands on training?**
A: Training is planned for October 18-29 for most users. We will be providing specific dates and allowing people to register in September.



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24. **WEX & ARI usage automatically goes into this system correct?**
A: Yes. ARI maintenance transactions are available immediately. WEX provides a daily feed of fuel transactions into ARI.
25. **If we now have this new system, then why does it not capture all charges made using the WEX Fuel Card? Why do we have the ridiculous restrictions on the fuel card? We can't use the VISA Purchasing Card for vehicle repairs; we can't use the American Express card for repairs. We should be able to use the WEX Fuel Card for repairs and those costs should be captured in the new system.**
A: Each program has been set up with parameters. The WEX card program is set up to capture fuel and non-maintenance/repair incidentals.
26. **Is there going to be a WEX error report?**
A: Yes. The WEX error report will look different, and agencies will not be required to correct odometer entries.
27. **Since this fleet management program is not mandatory, what other option do agencies have for maintaining their fleet**
A: You can use ARI for maintenance management or you can manage your own repairs identifying repair shops, keeping track of maintenance performed and entering those transactions into VITAL.
28. **So MAXIMO will no longer be and VITAL is going to be in ARI?**
A: Yes. MAXIMO will go away after Nov. 1st.
29. **We don't use ARI now. Will we need to?**
A: No. If you are not enrolled in the ARI program, you will not have to enroll to use insights.
30. **What if we have an onsite automotive repair shop, do we list actual cost with/without labor, since there would be no PO?**
A: You should enter both labor and materials cost separately for every maintenance item. This gives the correct total cost of ownership.
31. **What is the implementation date? When will the New Vital start?**
A: By November 1 all users will be using the new VITAL.

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32. What's wrong with the MAXIMO program why are we changing programs?

A: MAXIMO lacks a number of features for fleet managers. The system has awkward and cumbersome data entry for fuel and maintenance transactions. MAXIMO also has limited querying and reporting capabilities that hinders effective use of fleet data for management purposes. There are many issues with technical interface and this will be a more economical way to capture this data.

33. Will all users be able to access the risk information and update the insurance coverage they need for all their assigned vehicles?

A: All users will be able to view risk information, including whether the vehicle has APD coverage, the premium, book value.

34. Will crawler tractors be added to this system?

A: No.

35. Will there be a quick way to correct odometer entry errors. We make the driver provide the correct odometer reading as soon as we discover an error but I am currently unsure of how to quickly correct the error.

A: Actually, in the new system, you will be able to enter odometer entries but not correct old entries. ARI has an odometer confidence rating that we will use to gauge the overall accuracy of odometer readings in your agency.

36. Will there be the 7% markup on any of the fuel transactions? Also, any chance the 7% FMS markup will be reduced on ARI maintenance -it is really high in our opinion.

A: No. There is no markup on the WEX CARD program. We are considering changes in the 7% and understand your concerns. Please send any comments on this issue to ed.finngean@doas.ga.gov.

37. Who will you be emailing? We have had a problem with old users continuing getting emails.

A: If there are people who should be receiving emails and are not, please send an updated list to fms@doas.ga.gov. Please let us know if you find errors or have updates.

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38. We use ARI for maintenance. Will we simply keep using the same access to ARI and just start seeing the fuel purchases?

A: Yes and No. Your User ID and password will not change, but there will likely be a few differences:

- Dashboard, Menus and Search pages – your existing settings will be replaced with the State of Georgia setup
- Security permissions – only DOAS employees will have the ability to create assets or change the VIN, APD coverage and tag information, among other things.

39. Will training be available by webinar for staff whose agency is not currently reimbursing for travel?

A: Our experience with MAXIMO and other technology changes indicates that users are better prepared to effectively use the system after hands-on training. For instance, the overall attention rating for this webinar was less than 60% that translates into frustrated users and numerous calls into the help desk after implementation.

Based on feedback from the webinar, we are considering holding webinar training for existing ARI users. More than likely, however, new users would still need to attend hands-on training.

40. Will we be able to enter older service records into the new system

A: Yes. You will be able to enter old service records.

41. You had mentioned training on every Wed. Will these be mandatory?

A: No. The lunch n' learns are not mandatory; they are intended as refreshers for basic features to help users.

42. When will the training start for the DBHDD agencies?

A: Training for DBHDD is tentatively planned for the week September 20-24.

43. You need to come to have a training session in Rome as well. There are many restrictions on funding these days, especially if it involves travel. Please schedule a training session in Rome. Thanks.

A: We heard this suggestion from others and are looking into whether this can happen.

44. You said that VR's would be done through this new program. Will the approval process be the same as with VITAL?



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A: Yes. The approval process will be very similar to how it is in MAXIMO. The VR tool will have some differences, however. We have streamlined some of windows and based on OPB requirements, have added some required fields and features.