



# Technology Fit & Operational Risk

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**Start with the service people need**

**Future of Fleet, Road to 2030 and Beyond**  
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**Christiaan Storm**  
Head of Data and Software

OUR VISION TOWARDS 2030

See risk earlier,  
Support the driver, and  
keep the service moving

Can we  
change the  
technology  
and still deliver  
the service



# Protect the driver and the work



## **Driver behaviour needs context**

Use vehicle events and camera evidence to understand what happened.



## **Security needs a coordinated response**

Escalate suspicious activity to people who can verify and respond.



## **AI should help people investigate**

Explain the evidence, identify uncertainty and suggest the next check.

# Every journey can reveal a service need



## Look beyond the vehicle

Camera observations can highlight rubbish or road conditions



## Turn an observation into accountable work

Check the location, duplication, responsibility and safe access



## Close the loop

Assign a response, confirm completion and learn where needs recur

# Manage energy and condition together



## Fuel and battery readings inform the plan

Review remaining work, auxiliary demand and the operating reserve.



## Infrastructure is part of vehicle suitability

Check depot capacity, available energy stops and time to replenish.



## Maintenance evidence supports earlier decisions

Combine fault codes, history and approved vehicle guidance.

# What we must build now

## **Operators and drivers**

Describe the work, explain exceptions and review the response

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## **Leaders**

Set service outcomes, escalation rules and decision rights.

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## **Data and technology teams**

Connect reliable evidence and test proposed changes.

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## **Suppliers and partners**

Provide usable vehicle data and support practical pilots.

# DOT: Investigate a working day

## Rubbish on the roadside

Review the camera observation and propose a service referral.

## Low battery during the route

Review remaining work, energy options and driver support.

## A vehicle fault appears

Escalate for maintenance review and plan continuity of work.



Cape Town road route · mock GPS/CAN and incidents  
Illustrative camera context · operator reviews every proposed action

**Open the DOT journey demonstration**



# Start with the outcome

**The organisation defines the outcome.  
Technology and AI must help  
Its people deliver it.**

Start with one working day.  
Rehearse the risks.  
Pilot and measure the improvement.



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#### Address

Ctrack Building A, 9 Regency Drive, Route 21  
Corporate Park, Irene Ext 30 Centurion, 0157 South Africa

#### Phone

+27 (0) 860 333 444

#### Online

**Email:** [info@ctrack.com](mailto:info@ctrack.com)

**Website:** [www.ctrack.com](http://www.ctrack.com)