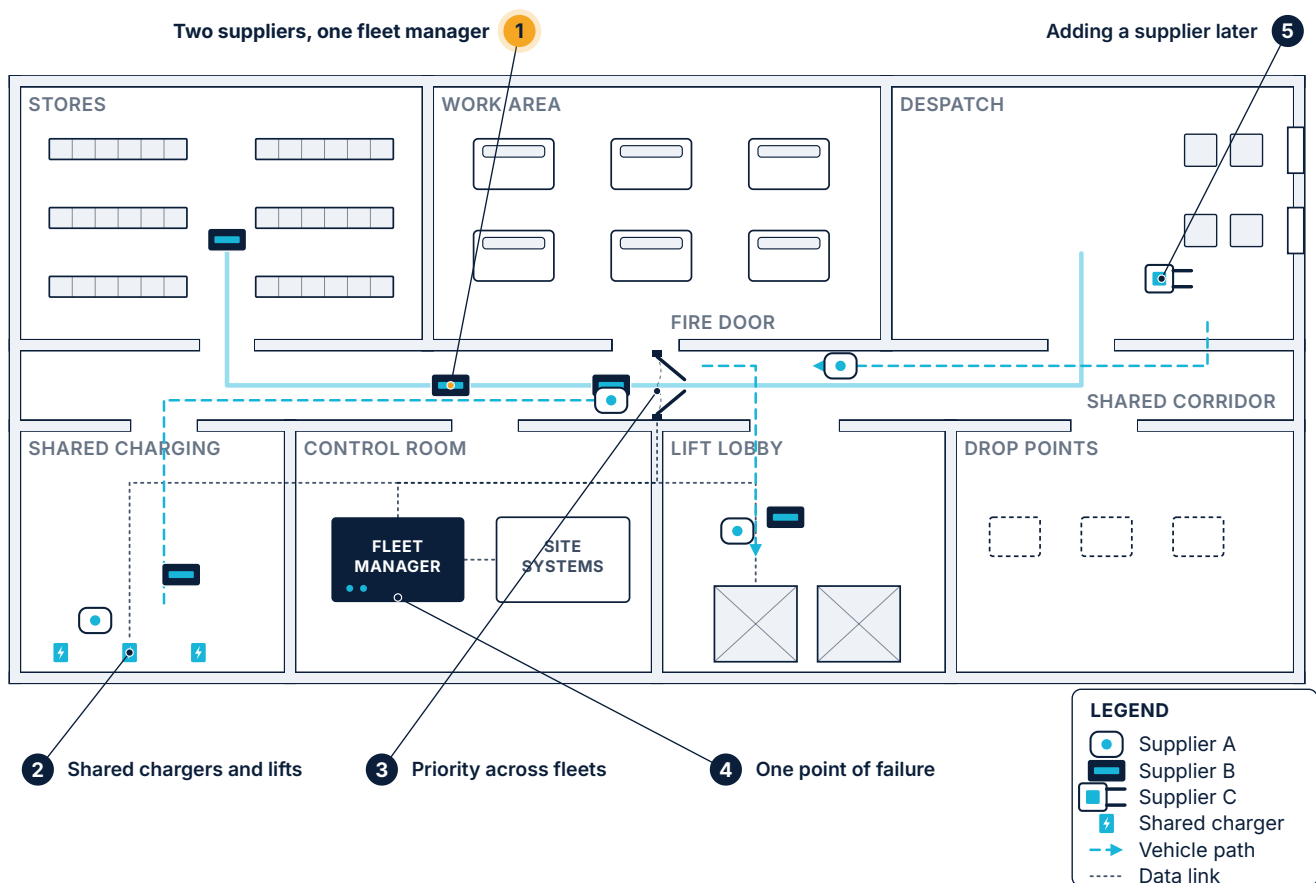


AMR AND AGV FLEET MANAGEMENT · MIXED FLEETS, SEVERAL SUPPLIERS, ONE FLEET MANAGER

Three fleets, one lift. Whose robot goes first?

A plain guide for sites running, or planning, automated vehicles from more than one supplier: hospitals, warehouses, factories, airports and ports. A fleet manager is the software that gives vehicles their jobs, routes and priorities. This brief covers what goes wrong when fleets share a site, and the questions to ask before you decide who runs them: links between suppliers, shared lifts, doors and chargers, data ownership, resilience and who owns the fleet manager.



Callouts match the cards on page 2. Legend: each **supplier** brings its own vehicles and software; the **fleet manager** gives every vehicle its jobs and priorities; a **data link** connects it to vehicles, lifts, doors and your site systems.

WHO SHOULD READ WHAT

KPI: key performance indicator, a measure you track. Everyone: your own row and KPI are in the table on page 4.

Operations and logistics managers

Page 2: cards 1 and 3, traffic, priority and the KPIs you would own.

Estates and facilities

Page 2: card 2, shared lifts, doors and chargers.

Automation and engineering leads

Page 2: cards 4 and 5, resilience and adding fleets later.

IT and OT teams

Page 3: links to your site systems and who owns the data. OT: operational technology, the systems that run the site.

Finance, procurement, leadership

Page 3: options, governance and payback. Page 4: your role.

One next step: book a free 30-minute call to talk through your site and your use case.

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Book a free 30-minute call

What goes wrong today

A screen per supplier

Several dashboards, and nobody sees the whole site.

Gridlock at lifts

Fleets can't see each other, so they wait at lifts, doors and junctions.

Shared, on paper

Shared control is promised; each fleet supports only part of it.

No clear owner

When a job fails between two fleets, each supplier points at the other.

WHERE PROJECTS GO WRONG

Numbered to match the site plan on page 1. Each card ends with a question to ask before you sign.

1 Interoperability between suppliers

Pain: Two fleets that both claim to work with a shared fleet manager behave differently on site.

What good looks like: You know before you buy which functions each fleet really hands over.

Ask: Which functions will you support under a shared fleet manager, on which version, shown on our site?

2 Shared lifts, doors and chargers

Pain: Each supplier built its own lift and door links, and they do not coordinate.

What good looks like: One owner decides who uses each lift, door and charger, and when.

Ask: Who decides priority at a shared lift, and what happens when that system is down?

3 Traffic and priority across fleets

Pain: An urgent job waits behind a routine one from another fleet.

What good looks like: Priorities are set by your operation, not by whichever supplier was installed first.

Ask: Can we change priorities across all fleets without a change request to each supplier?

4 Single point of failure

Pain: With every fleet under one fleet manager, one outage stops the whole site.

What good looks like: The fleet manager is treated as critical, with support and a fallback agreed before go-live.

Ask: If the fleet manager stops at peak, what keeps moving, and who answers the phone?

5 Adding vehicles and suppliers later

Pain: The next fleet costs more than expected, because the first was never set up to share.

What good looks like: Adding a vehicle, route or supplier is a planned change, not a new project.

Ask: What does it take to add another supplier's vehicles later, and who carries that cost?

ALSO COVERED

- **AGV or AMR?:** how the two differ, in plain terms.
- **Fleet orchestration:** jobs and traffic across fleets.
- **Flow and layout:** travel paths and congestion.
- **Collision avoidance:** alerts that support safety measures.

KPIS TO TRACK

A KPI is a number you track before and during the pilot.

KPI

WHO OWNS IT

Missions completed on time, all fleets

Operations manager

Response time to requests

Shift or dispatch lead

Waits at shared lifts, doors and junctions

Estates and operations

Charger availability, charging and idle time

Engineering lead

Manual interventions per shift

Control room lead

Fleet manager downtime

IT and OT lead

Utilisation by fleet and supplier

Automation lead

Cost to run per year, all fleets

Finance

We agree how each KPI is measured, and the baseline, in the pilot plan.

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Fleet manager options

There is no single right answer. Each option has trade-offs

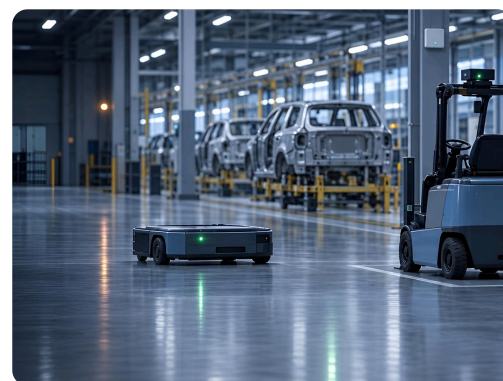
Option	Where it fits	Watch for
Each supplier's own fleet manager	One or two fleets that rarely meet.	Several screens. Shared lifts and doors become a tug of war.
One supplier's fleet manager runs the others	A main fleet plus a few vehicles from elsewhere.	Other fleets may get only partial support. Lock-in moves; it does not go away.
Independent fleet manager across all fleets	Several fleets sharing busy routes, lifts and chargers.	Only as good as what each vehicle supports. Who supports it at night?
Site systems sending jobs to each fleet	Fleets in separate areas, each linked to your site systems.	Jobs flow, but traffic and shared points stay unmanaged.

The right option depends on your site and your fleets. We confirm it in the survey.

Integration and governance

One view of the site, under your change control

- **Site systems:** jobs from your WMS (warehouse management), MES (production) or hospital systems such as an EMR (patient record) reach every fleet through one agreed link.
- **Estates systems:** lifts, doors, fire alarm and access control link to one place, owned and signed off by estates.
- **Data ownership:** mission, map, fault and performance data from every fleet is yours, usable without any one supplier.
- **Governance:** decide who owns the fleet manager, who changes priorities and who is called when it fails: you, a supplier or an integrator.



ROI AND PAYBACK

ROI (return on investment) compares what you gain with what you spend. Payback is the time until the savings cover the cost. If the benefit is not bigger than the running cost, there is no payback.

Where ROI usually comes from

- Less time lost waiting at lifts, doors and junctions
- One control view, and fewer manual rescues
- Shared chargers and building links, not one set per supplier
- Buying the next fleet on merit, not because of lock-in

Watch for in ROI claims

- Sharing savings that assume every fleet supports every function
- Fleet manager licences, support and upgrades left out
- Each supplier's ROI counted again across fleets
- No cost for linking each new fleet

Bring to the call

- Any supplier or fleet manager quotes you already have
- Your fleets, suppliers, and the shared lifts, doors and chargers
- Today's waits, manual interventions and running costs, from your records

We work out payback with you from your own numbers, not technology provider averages. **Bring rough figures to a free 30-minute call.**

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What it means for you: find your role and your KPI

YOUR ROLE	WHAT IT MEANS FOR YOU	YOUR KPI
Operations or logistics manager	One view of all fleets, with priorities set by your operation.	Missions completed on time, all fleets
Control room or shift lead	Fewer manual rescues of stuck vehicles.	Manual interventions per shift
Estates and facilities	One owner for each lift, door and charger link.	Waits at shared lifts, doors and junctions
Automation and engineering	New vehicles and suppliers added as planned changes.	Time to add a vehicle or route
IT and OT teams	One agreed link to site systems, and data you own.	Fleet manager downtime
Health and safety lead	Fleets that give way to each other and to people.	Safety incidents and near misses
Finance, procurement and leadership	Fair competition for the next fleet, and clear costs to run.	Cost to run per year, all fleets

How a TRACIO project works: five stages

1 Discovery

Your pain points, site, fleets, suppliers and KPIs.

2 Assess and shortlist

Site survey, then the options that fit compared.

3 Pilot with KPI baseline

KPIs measured first. Pass marks agreed in writing before set-up.

4 Integrate

If useful, one agreed link into your site systems, under your change control.

5 Multi-site roll-out

After a go decision, one area or fleet at a time.

How a pilot runs: set-up, then live weeks in normal use, then a short written report with a go or no-go. Timings are agreed per site.

Questions we hear

"Our main supplier says its fleet manager can run the others."

It may. We help you check what that means for each fleet on your site, before you commit.

"We only have one fleet today."

Many sites add more later. The choices you make now on data, links and ownership shape what the next fleet costs.

"Can you bid with us, or for us?"

Yes. We team with integrators, or work for the buyer independently, but never both on the same bid.

"Do you sell vehicles or fleet software?"

No. We don't sell vehicles, fleet managers or hardware, so our view stays independent. We offer survey and installation support and rent pilot equipment.

Free second opinion

Send us your technology provider's quote or spec for a free second opinion. What to send: the quotes or specifications, a site plan with shared lifts, doors and chargers, your fleets and suppliers and your current process. Bring it to the call or send it via tracio.com/contact.

Who you will work with

TRACIO is a UK company specialising in indoor location and RFID systems. Independent: we sell no hardware. Our team has around 15 years delivering RTLS (real-time location systems) and RFID, working with AMR and AGV providers and fleet manager providers on multi-fleet setups. Every project is scoped individually, with no fixed packages. We work worldwide and can run engagements in your language.

Why TRACIO: we work for you, not for the vehicle or fleet software suppliers. We compare the options across the market that fit your site, provide site surveys and installation support, and link to your site systems under your change control.

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