



FleetX

AI Fleet Management OS for Contract-Governed Operations

Contracts become rules. Rules govern every case, clock and approval — with every decision on the record.

EXECUTIVE SUMMARY

FleetX turns fleet contracts into operational rules, then uses those rules to run vehicle lookup, case management, SLA clocks and customer approvals day to day. Built for South African fleet managers, it keeps customers and suppliers separated within one platform while giving internal teams full visibility across both.

-  Contracts are parsed into service intervals, SLA clocks and authorisation limits, with a human review step before any rule goes live.
-  A single registry covers customers, contracts, vehicles and rate cards, so call-centre staff can look up any vehicle in seconds.
-  SLA clocks run against a real working calendar, not just elapsed time, so a weekend doesn't quietly eat into a two-hour response target.
-  Customer approval limits and straight-through supplier authorisation keep spend inside agreed thresholds automatically.

WHAT FLEETX ENABLES

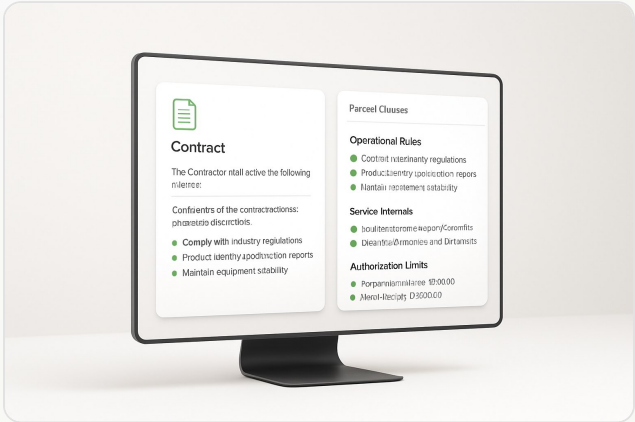
- 1 Contract-to-rule conversion with human activation
- 2 Unified customer, contract, vehicle and rate-card registry
- 3 Call-centre vehicle lookup and case management
- 4 Working-calendar SLA clocks and breach tracking
- 5 Customer approval workflows with authorisation limits
- 6 Governed dealer and supplier self-service portal

TYPICAL OUTCOMES

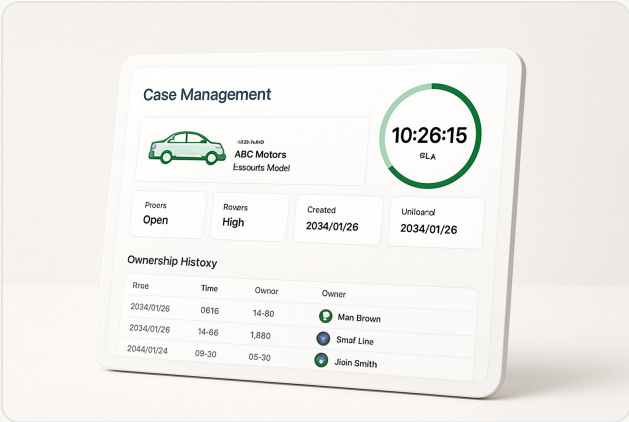
-  Faster case resolution with clear ownership at every handover
-  Fewer SLA breaches missed because a clock ran on the wrong calendar
-  Spend held to agreed authorisation limits, not to memory
-  A full audit trail on every approval, visible to staff, not the party being audited

Contract Intelligence, Case Governance

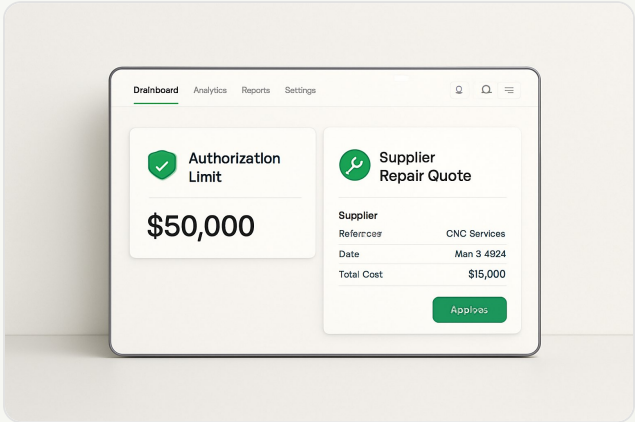
FleetX reads the contract once, turns it into rules a call centre and a workshop can act on, and keeps a working-calendar SLA clock on every case until it closes.



1 Contract Intelligence



2 Case & SLA Clock



3 Customer Approval

CAPABILITY		WHAT IT GOVERNS
1		Contract parsing Service intervals, SLA targets and authorisation limits extracted from the signed agreement → What does this contract actually commit us to?
2		Rule review & activation A person reviews and activates every proposed rule before it governs a live case → Should this rule govern real cases yet?
3		Vehicle & customer registry Every vehicle, contract, customer and rate card held in one place → Which contract and rate card apply to this vehicle?
4		Vehicle lookup Call-centre lookup by registration, VIN or customer, duplicates blocked and logged → Whose vehicle is this and what does it need?
5		SLA clocks Working-calendar elapsed time, pause segments and threshold alerts → Are we inside or outside the agreed response time?
6		Case ownership Ownership transfers on handover, tracked as a record, not an edited field → Who owns this case right now?
7		Resolution & dispute A resolution is proposed, then accepted or disputed by the requester → Is this case actually closed, or just proposed as resolved?

CAPABILITY		WHAT IT GOVERNS
8		Customer approval Authorisation limits tied to each customer's role → Can this person approve this amount?
9		Supplier authorisation Straight-through approval for work inside agreed thresholds → Can the dealer proceed without waiting on a person?
10		Partial cover Covered amount and customer amount always sum to the claim, shown as a figure → Exactly how much is the customer being asked to pay?
11		Exception handling Escalation paths and management dashboards for cases outside the norm → Which cases need a manager's attention today?
12		Monthly reporting Oversight reporting on fleet performance and obligations → Are we meeting our fleet's obligations this month?
13		Audit trail Every material action recorded, including approvals, unreadable by the party being audited → Can we prove exactly what happened and who decided it?
14		Requirement traceability Every capability mapped back to the client's own functional and business requirements → Does this feature match what was actually specified?

 CORE DECISIONS SUPPORTED

 Confirm what a contract actually commits the fleet to

 Find any vehicle and its obligations in seconds

 Know whether an SLA clock is running or breached

 Keep approvals inside agreed limits, automatically

 Prove every decision after the fact

One Tenant, Three Audiences

A fleet management company, its customers and its suppliers all sit inside one FleetX tenant. They see different things by design, and every material action either group takes is written to a record neither of them can edit.



Every Approval, On The Record



SEPARATED BY DESIGN

Customers see their own vehicles, their own approval limit and the name of the authority above them. Suppliers see only the operational information they need to do the job. Internal staff see across both, because someone has to.



Approvals are written to an audit trail the approving party cannot read back.



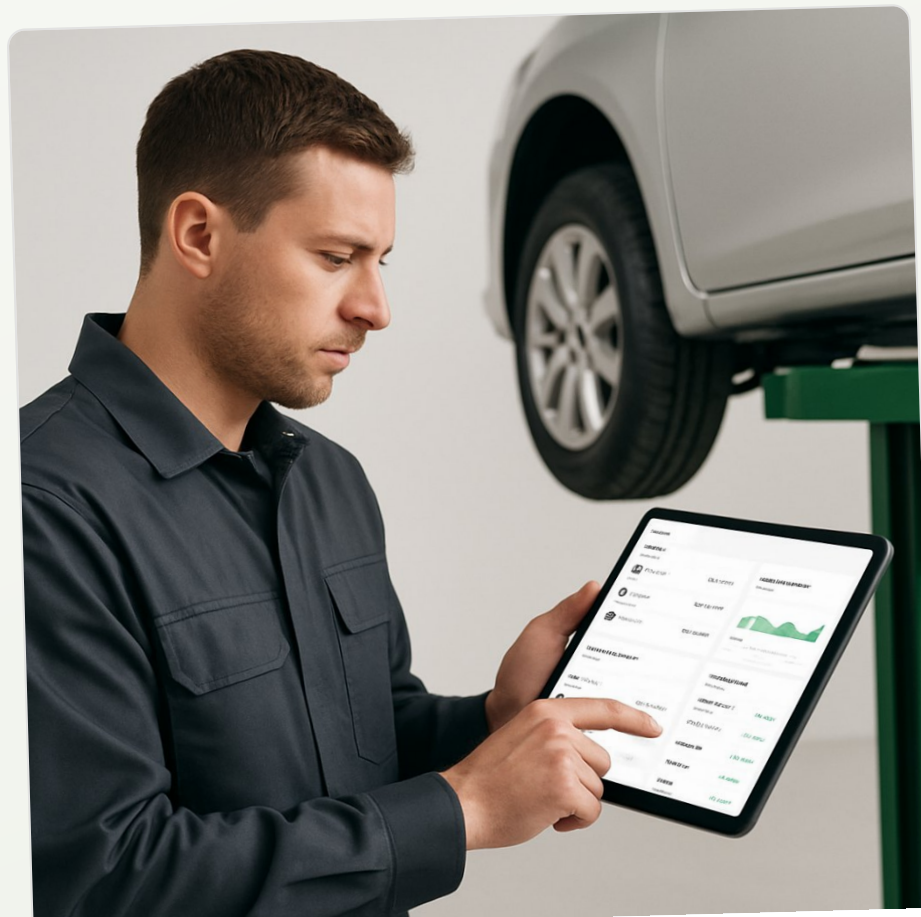
Dealer-facing screens show minimum operational information, never an internal view with fields hidden.



A resolution is proposed by the case owner and accepted, or disputed, by the requester — never closed unilaterally.



Turnaround time and SLA time are tracked separately, because a customer who waited over a weekend waited over a weekend regardless of what the SLA clock says.



Dealer portal: a governed quote, not an email



FOR CUSTOMERS



See your own vehicles, contracts and approval limits



Approve or dispute a resolution with one decision



Know who sits above your authorisation limit



FOR SUPPLIERS



A governed portal instead of an inbox of emails



Straight-through authorisation for work inside threshold



Only the operational detail needed to do the job

Why South African Fleet Managers Choose FleetX

Downtime here isn't an abstraction. A single vehicle standing idle can cost between R20 000 and R30 000 per day, before missed deliveries and lost customer goodwill are even counted. FleetX exists to catch a slipping SLA, an unauthorised repair or a stalled case before it turns into a cost someone has to explain after the fact.

R20k–R30k estimated daily cost of an idle fleet vehicle in South Africa	Weeks to a live, governed FleetX workflow	100% of approvals and material actions kept on an auditable record
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**BUILT FOR SOUTH AFRICAN OPERATORS**

1

Working-calendar SLA clocks that respect real business hours and public holidays

2

Three-audience access model: customers and suppliers stay separated, staff see across both

3

Straight-through supplier authorisation inside agreed thresholds

**WHAT THIS MEANS DAY TO DAY**



A call-centre agent finds any vehicle and its contract in seconds



A customer sees their own approval limit and who sits above them



A disputed resolution keeps both versions on record, not just the latest one



CONTRACTS BECOME RULES. RULES BECOME GOVERNED ACTION. EVERY DECISION, ON THE RECORD.