



Delivery Authority Reduces Collisions by 81% with Nauto

CUSTOMER SUCCESS STORY



On any given day, drivers from The Delivery Authority deliver as many as 15,000 packages to banks, mortgage companies, attorneys, grocery stores, and others around the greater Chicago area. The fast-growing company offers same-day delivery, routed deliveries, and driver and vehicle outsourcing to a rapidly expanding customer base.

Established in 1995, the Chicago-based company's dedication to its core principles of trust, reliability, and safety has enabled The Delivery Authority to win over 750 long-term customers in Illinois and begin expanding services into Milwaukee.

FROM PILOT TO FULL FLEET DEPLOYMENT AFTER PROVEN RESULTS

Safety is top of mind for The Delivery Authority. "We want to protect our drivers from accidents, mitigate risks, and see them go home to their families. With everything that is at stake, we micromanage safety," says Stephanie Moore, President of The Delivery Authority.

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— Stephanie Moore, President, The Delivery Authority

The Delivery Authority selected Nauto's intelligent driver safety system to reduce distracted driving within its fleet of delivery vans. Moore and her team wanted an end-to-end, context-rich, driver safety system that would help the company reduce collisions and insurance claims while improving driver safety. To start, Nauto installed its system in 10 vans. Within just three months, Nauto was able to help The Delivery Authority improve driver safety performance and significantly reduce collisions.

"In our initial rollout with Nauto, we saw an 81% reduction in collisions," says Moore. "We are now installing Nauto in all of our vehicles after the unbelievable results." Nauto devices are currently installed in the entire Chicago fleet, and additional devices are scheduled for installation as the company expands into Milwaukee.

MAINTAINING AN ELITE PROFESSIONAL TEAM

The Delivery Authority replaced its existing telematics system with Nauto Coach and is on a path toward AI-driven safety in its fleet. Nauto Coach offers AI-powered devices and a cloud-based Fleet Safety Application that captures important driver and vehicle data.



EXECUTIVE SUMMARY

COMPANY

The Delivery Authority

FLEET TRANSPORTATION

Last-mile delivery vans in Chicago and Milwaukee

CHALLENGE

Keep drivers safe on the road and deliver customer packages quickly and without damage

SOLUTION

Deploy Nauto Coach in place of traditional telematics to provide the actionable insights the fleet needed to improve driver behavior among high-risk drivers

RESULTS

- Decreased collisions by 81% in three months
- Added one-on-one coaching to reduce risky driver activities
- Exonerated driver of wrongful claim in first three months
- Created a driver incentive program to reward safe driving



nauto

The Nauto device has embedded computer vision that identifies aggressive or distracted driving behavior in real-time, such as hard braking, texting, or eating behind the wheel. Only these high-risk events are uploaded to Nauto's cloud-based platform to maintain driver privacy. Nauto then synthesizes the videos into actionable insights on the Fleet Safety Application for fleet managers to review and proactively coach drivers.

With traditional telematics, The Delivery Authority was unable to access the visibility and context it needed to enable safer driving in its fleet. The Delivery Authority now relies on Nauto as the primary resource for understanding fleet performance.

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"We didn't know the full story of driver activities with telematics," explains Moore. "Data doesn't show the human element, and you can't confidently manage data without seeing hard evidence."

Nauto is central to The Delivery Authority's goal to reduce distracted behaviors and improve the safety of its 100 drivers. Equipped with Nauto's Fleet Safety Application, the safety manager now works with drivers to review videos of risky driving behavior and discuss methods to improve. For example, if the safety manager witnesses extensive eating in the distracted event video, he encourages the driver to pull over to finish his meal before continuing on his route.

PROOF TO REVERSE FALSE CLAIMS

Drivers also find value in the Nauto device. For one driver, a customer claimed that the driver had robbed his home, and the driver asked

the safety manager to help disprove the claim. Through Nauto's Fleet Safety Application, the safety manager was able to request video from the Nauto device at the time of the incident, which ultimately exonerated the driver by providing evidence that he delivered the package to the customer's door and returned to the vehicle within 90 seconds. Having context-rich video evidence helped prove the driver's innocence and protect him against a wrongful claim.

In another instance, a driver was involved in a collision that would have caused his manager to consider his termination. However, by reviewing the video evidence of the incident on the Nauto Fleet Safety Application, his manager saw that the vehicle was legally parked when another driver crashed into his car. The video evidence protected the driver from any claims and ensured that he didn't lose his job.

BETTER INSURANCE RATES, FEWER CLAIMS, AND SAFER DRIVERS

Drivers are also much more aware of their driving habits with Nauto's intelligent driver safety system installed in their vehicles. On a weekly basis, The Delivery Authority reviews Nauto's proprietary VERA Scores™ and leaderboard to identify the safest drivers, as well as the drivers who pose the most risk to the fleet. With this information, the safety manager then knows to spend extra time coaching the drivers who have the lowest rankings to improve their driving behaviors.

Currently, The Delivery Authority uses Nauto's VERA Score™ to identify and reward top-ranking safe drivers with a monetary bonus. With a robust intelligent driver safety system now in place, Moore is considering more heavily incorporating Nauto's driver safety insights into The Delivery Authority's current driver reward program. She is considering expanding the program to leverage Nauto's VERA Score™ and publishing a leaderboard for all drivers to understand their performance within the fleet.

As a result, Nauto is expected to have a larger impact on the company's business operations, specifically around insurance. With such a dramatic reduction in the number of collisions within just three months, The Delivery Authority is excited to use these insights and results to secure better insurance rates for its fleet.

"I'm confident that Nauto will impact our business," says Moore. "I think it will reduce claims, help us get more competitive insurance rates next year, and create new driver incentives."

ABOUT NAUTO™

Nauto is an intelligent driver safety system that helps commercial fleets and drivers prevent collisions before they occur. The system's multi-sensor device contains bidirectional cameras and embedded computer vision to detect risky driving events — including distracted driving — in real-time, while giving

safety, operations, and fleet management leaders unparalleled visibility and insights into the safety performance of each vehicle and driver. The company was founded in 2015 and is headquartered in Palo Alto, California, with offices in Japan and Europe.