



# NORTHGATE TELEMATICS SOLUTIONS



USING DATA TO  
DELIVER **BUSINESS**  
**EFFICIENCIES**

**NORTHGATE**  
Vehicle Hire

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# WELCOME TO NORTHGATE TELEMATICS SOLUTIONS

## Dear Customer

Welcome to Northgate Telematics. We understand how important your vans are to your business, which is why we have designed a range of Telematics Solutions to give you the control you need and peace of mind that your vehicles are productive, operationally efficient and safe. If you have any queries, please contact the Telematics Support Team who will be happy to assist you.

If you would like us to update any of the information we hold for your business, please let your Account Manager or our Client Services Team know, and we will update our systems.

## TELEMATICS SUPPORT

Email: [Telematics@northgate.co.uk](mailto:Telematics@northgate.co.uk)

Tel: 01325 734385 (Monday to Friday 8:30am-5pm)

## CLIENT SERVICES TEAM

Email: [Client.Services@northgate.co.uk](mailto:Client.Services@northgate.co.uk)

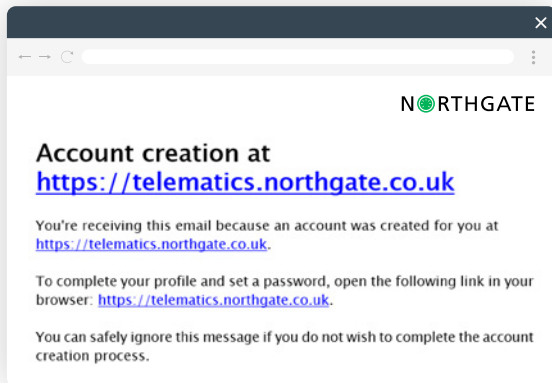
Tel: 0118 207 3530 (Monday to Friday 8:30am-5:30pm)



# GETTING STARTED

Your account is now set-up on the Telematics portal. You will receive an e-mail from Telematics Reports [TelematicsReports@northgate.co.uk](mailto:TelematicsReports@northgate.co.uk).

This will contain a link to the platform, from which you set up your log in and password.



**Portal:** <https://telematics.northgate.co.uk>  
(Please note the portal link will work on any mobile device or tablet)

The system is optimised for new versions of Internet Explorer, Google Chrome, Safari and Firefox so please check your browser settings.

**LOGIN**

## WHAT'S INCLUDED IN YOUR NORTHGATE TELEMATICS PACKAGE

<b>CONTROL+</b>	Track the performance of your drivers and efficiency of your fleet.	
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## OPTIONAL ADD-ONS

<b>Custom built reports and dashboards</b>	Bespoke reports and dashboards designed, and built to your exact requirements.	
<b>Dashboard Cameras</b>	Options exist for a single front facing camera allowing video footage of the road or a dual camera option which includes in-cab video capture.	
<b>Face to face training</b>	Face to face training session for your business with a Northgate Telematics expert.	
<b>Driver ID</b>	Tracking by individual driver rather than by vehicle.	
<b>Esso fuel card connectivity</b>	Pinpoint where a vehicle was refuelled to help with managing fraudulent claims and benefit from having a full view of all your fleet's fuel transactions in one place.	

# NEXT STEPS

## INSTALLATIONS

If you would like to arrange a device installation for one or more of your vehicles or if you need to book an appointment at a Northgate workshop, contact the central Fleet Scheduling Team at [fmscheduling@northgate.co.uk](mailto:fmscheduling@northgate.co.uk) or book directly with your nearest Northgate branch. Check here for your nearest Northgate location <https://www.northgatevehiclehire.co.uk/branch-finder>

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## WEBSITE TRAINING

If you haven't already, please contact the Telematics Support Team to arrange an appointment at your convenience for your online or face to face training (where applicable).

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## WHAT WE WILL NEED FROM YOU

Once your telematics portal is set up please ensure all your vehicle registrations are correct. If you have any issues, please get in touch with our Telematics Support Team as soon as possible.



# FAQs

**Q** Can I install Northgate Telematics on my own vehicles?

**A** Yes, please call our Telematics Support Team who will be happy to assist you in setting this up.

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**Q** How do I include add-ons or upgrade my package?

**A** Please speak to your account manager or the Telematics Support Team and we will be happy to answer any questions or get you set up.

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**Q** Can we request additional training?

**A** An hour of e-learning training is provided per customer to ensure you are comfortable with using the system. However, should you require additional training please contact Telematics Support who will be happy to arrange this (additional charges may apply).

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**Q** How do I set up new users?

**A** Please email [telematics@northgate.co.uk](mailto:telematics@northgate.co.uk) to add or remove users.

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**Q** Can we import data from other platforms within our telematics portal?

**A** There is the capability of importing an API feed into the website. This is on a quote by quote basis. Please contact your Account Manager or the Telematics Support Team for further details.

# NORTHGATE FLEET SOLUTIONS

Reduce costs and increase efficiency with our end-to-end fleet solutions taking care of every aspect of your business van needs.

At Northgate, we offer a range of fleet solutions to help give you more choice, value and convenience. Here are some additional products we think you may be interested in:

## FLEET MANAGEMENT

With our flexible account managed solution, we look after vehicles for whole of life, taking away the burden of administration, minimising vehicle downtime, reducing fleet costs and saving you time.

## ACCIDENT MANAGEMENT

Deal with incidents across your fleet, from notification through to insurance and repair using a single phone number.

## RISK MANAGEMENT

Reduce the risk to your business with Northgate Safe Driver, which offers a range of training courses, compliance checks, fleet risk audits and driver risk assessments.

## FUEL MANAGEMENT

Drive down fleet fuel spend with a fuel card solution that gives you money off the pump price.

## VEHICLE INSPECTION APP

Reduce paperwork and easily monitor your fleet's overall condition, ensuring you have fully compliant vehicles.

For further information on how Northgate Fleet Solutions can support your business contact your Account Manager or visit our [website](#).



# CAN'T FIND WHAT YOU'RE LOOKING FOR?

**CONTACT US: 0330 0969 383**

Please keep this document safe and use it as a quick and easy reference to understand all the support and services that Northgate Telematics Solutions comes with. If you have any further questions just contact the **Client Services Team** or your local Account Manager.

Our standard Terms and Conditions can be found [here](#).



**NORTHGATE**  
Vehicle Hire



[www.northgatevehiclehire.co.uk](http://www.northgatevehiclehire.co.uk)

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