

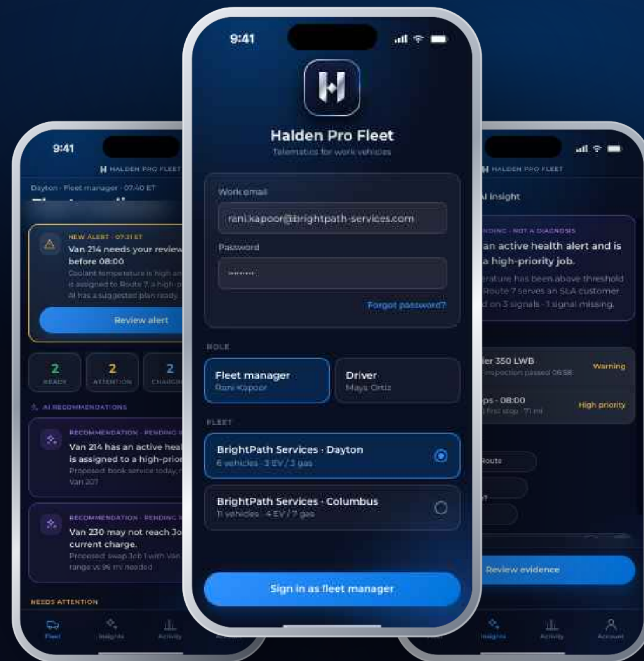


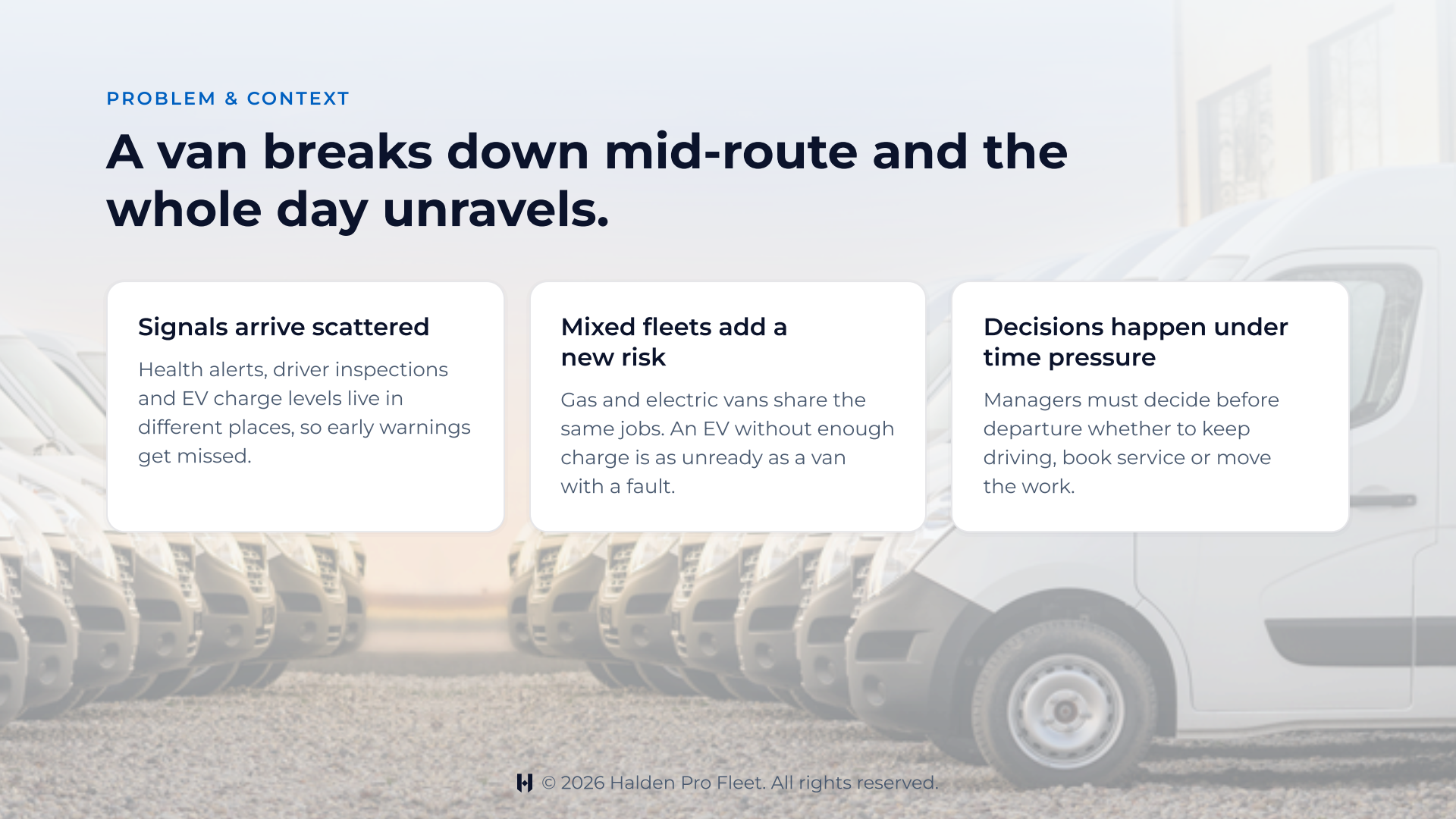
CASE STUDY

Halden Pro Fleet

Catching vehicle issues before they disrupt the workday, with AI that recommends and people who decide.

Mobile telematics prototype · Fleet managers and drivers





PROBLEM & CONTEXT

A van breaks down mid-route and the whole day unravels.

Signals arrive scattered

Health alerts, driver inspections and EV charge levels live in different places, so early warnings get missed.

Mixed fleets add a new risk

Gas and electric vans share the same jobs. An EV without enough charge is as unready as a van with a fault.

Decisions happen under time pressure

Managers must decide before departure whether to keep driving, book service or move the work.

Three people, one shared plan



PRIMARY

Fleet manager

Respond early to vehicle health and charging issues, keep jobs covered, and reduce unplanned downtime.



SUPPORTING

Driver

Complete inspections, report issues, and get clear instructions they can confirm.



SUPPORTING

Service partner

Receive bookings with the vehicle's health report already attached.

USE CASES

The brief grew in three rounds

1

Catch a vehicle issue early

Alert, review the vehicle, instruct the driver, book service, reassign the route.

2

Keep a mixed fleet ready

Match gas and electric vans to jobs using health, inspection and charging status.

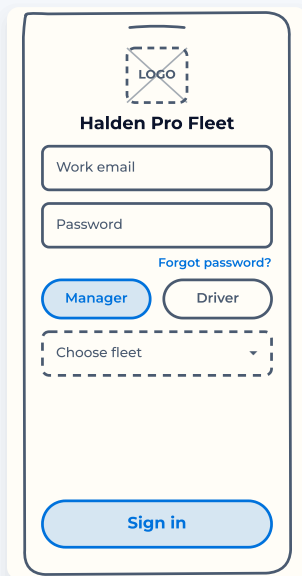
3

AI recommends, people decide

AI summarizes and proposes; the manager reviews evidence and approves every consequential action.

Sketching the core screens first

Low-fidelity wireframes to test hierarchy: what the manager sees first, where AI shows up, and how decisions stay in their hands.



Logo placeholder (X)

Halden Pro Fleet

Work email

Password

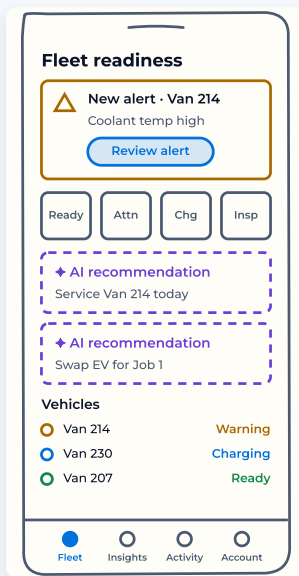
[Forgot password?](#)

[Manager](#) [Driver](#)

Choose fleet

[Sign in](#)

Sign in



Fleet readiness

New alert · Van 214
Coolant temp high
[Review alert](#)

Ready Attn Chg Insp

AI recommendation
Service Van 214 today

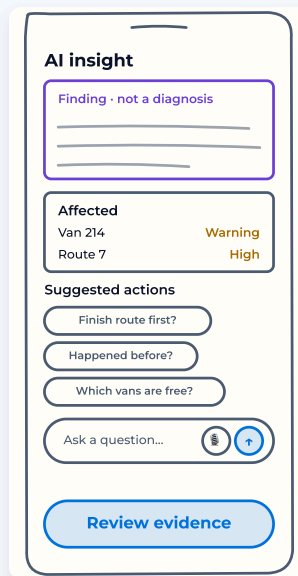
AI recommendation
Swap EV for Job 1

Vehicles

Van 214	Warning
Van 230	Charging
Van 207	Ready

Fleet Insights Activity Account

Fleet readiness



AI insight

Finding · not a diagnosis

Affected
Van 214
Route 7
Warning High

Suggested actions

Finish route first?

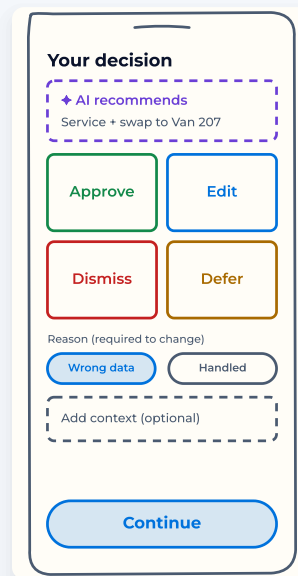
Happened before?

Which vans are free?

Ask a question... [🔍](#) [↑](#)

[Review evidence](#)

AI insight



Your decision

AI recommends
Service + swap to Van 207

[Approve](#) [Edit](#)

[Dismiss](#) [Defer](#)

Reason (required to change)

[Wrong data](#) [Handled](#)

Add context (optional)

[Continue](#)

Decision

From signal to resolution in twelve steps

01
Signal
detected

02
Manager
alerted

03
AI summarizes

04
Review
evidence

05
Decide

06
Adjust &
review

07
Choose action

08
Service or
replace

09
Confirm &
submit

10
Driver
acknowledges

11
Track status

12
Resolve &
rate AI

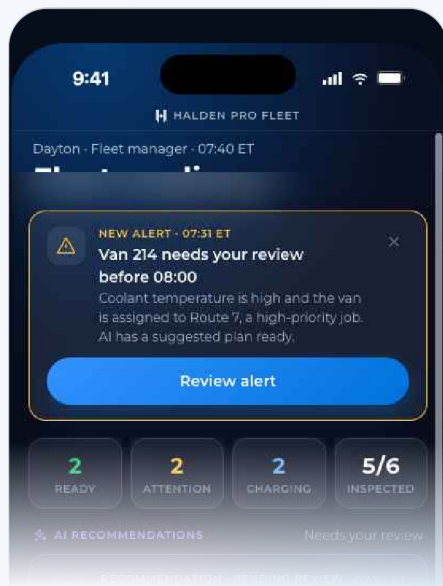
● System ● Fleet manager ● AI assistant ● Driver



The alert explains itself

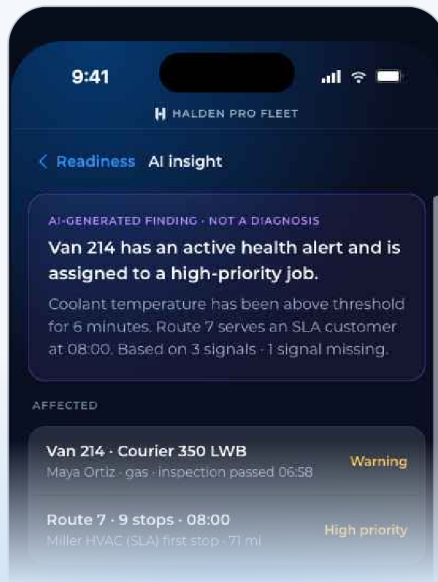
Fleet readiness

An in-app banner says what happened, why it matters and what to do next.



AI insight

A short finding, labeled as a recommendation, with affected vehicles and follow-up questions.



Review evidence

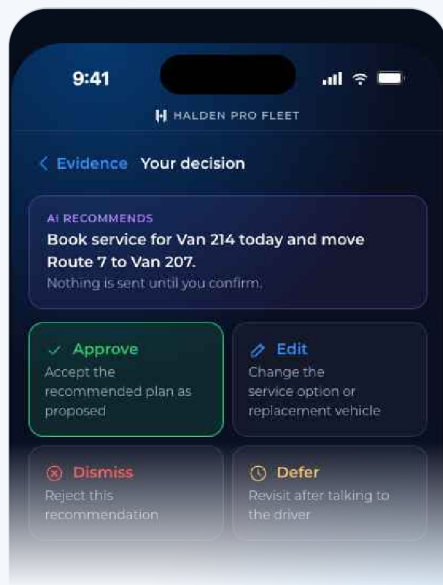
Every signal shows its source and timestamp. Missing data is called out.



The manager stays in control

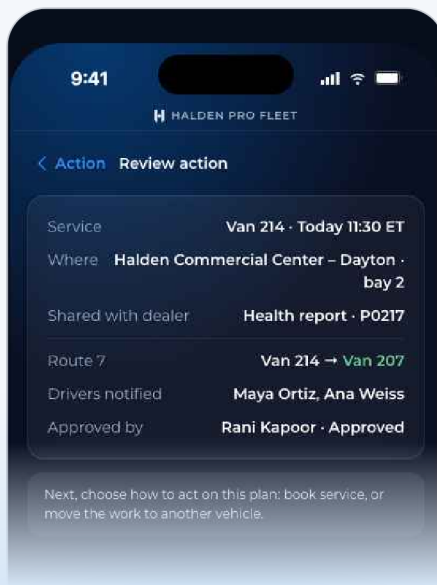
Decision

Approve, edit, dismiss or defer. A reason is required for anything but Approve.



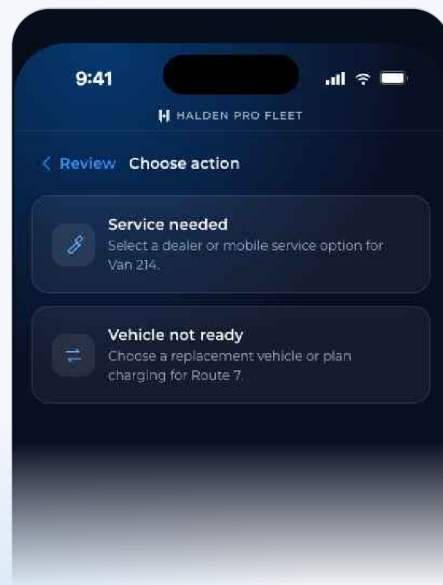
Review action

A plain summary of what changes and who is notified.



Choose action

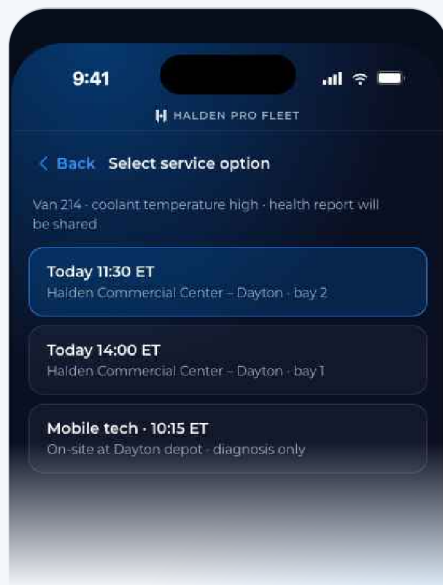
Service needed or vehicle not ready: two clear paths.



Nothing is sent without a deliberate confirmation

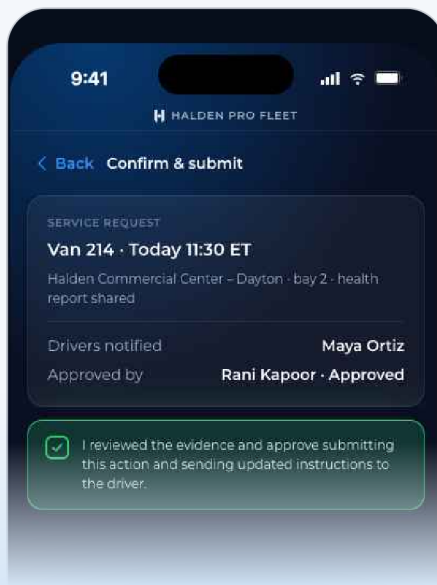
Service options

Dealer and mobile slots, with the health report shared.



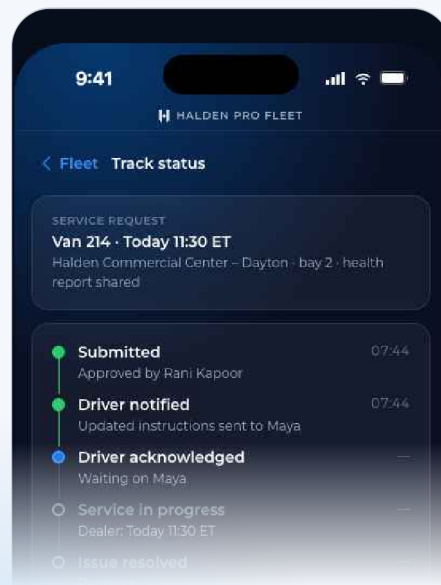
Confirm & submit

An attestation checkbox gates the submit button.



Track status

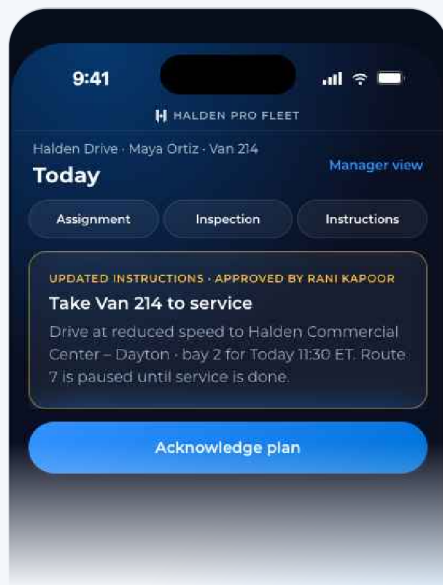
A timeline from submission to resolution, with cancel and correct options.



Driver and AI stay in the loop

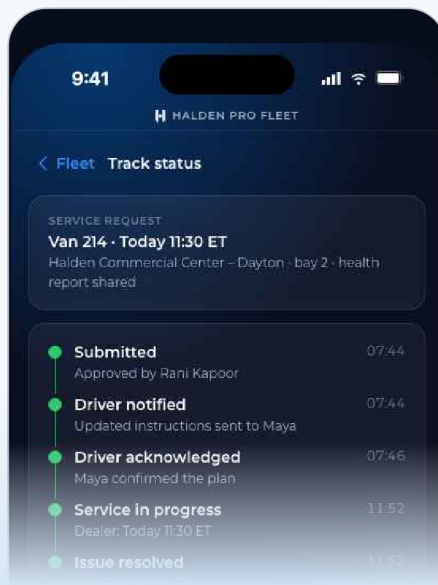
Driver instructions

Updated instructions arrive only after approval; the driver acknowledges.



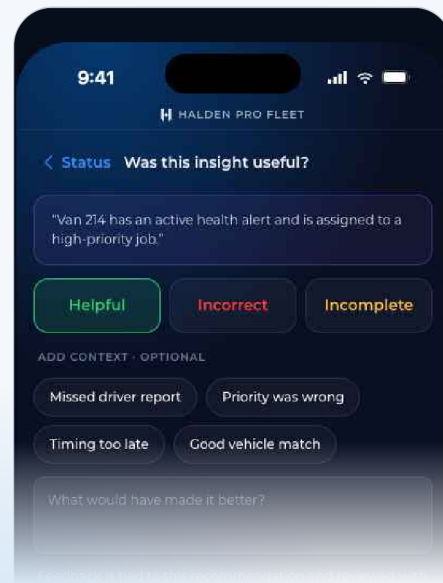
Resolved

The manager marks the issue resolved and the van returns to Ready.



AI feedback

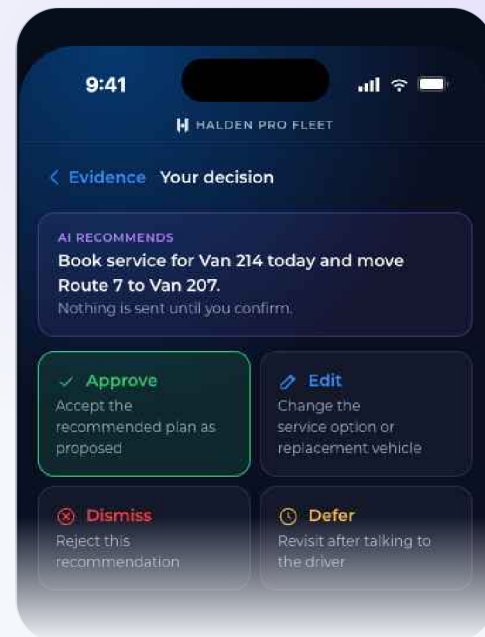
Helpful, incorrect or incomplete, plus optional context to improve future insights.



HUMAN-IN-THE-LOOP AI

AI can propose. Only a person can commit.

- 01 Label every AI output**
Recommendations are marked in purple and called "not a diagnosis".
- 02 Show the evidence first**
Signals, sources, timestamps and gaps come before the decision.
- 03 Capture why people disagree**
Edits, dismissals and deferrals require a reason, logged for review.
- 04 Close the loop**
After resolution, managers rate the insight to improve the next one.



What changed after review

Lock-screen alert → in-app banner

A mock notification after sign-in left users unsure what to do. The banner states the issue and offers one clear action.

Decide first, then choose the action

Splitting the decision from the action type made Approve fast and kept service and reassignment paths distinct.

Evidence as a chart

A 30-minute coolant trend with the threshold line shows when and how fast the reading changed.

Avatar → Account tab

An unlabeled "RK" circle read as a contact. Profile, fleet switching and sign-out moved to a labeled tab.

Ask the AI in your own words

Suggested questions were too narrow. A text and voice field answers from fleet data only.

Dense rows that never clip

Status labels keep their space and long text truncates, so icons and severity always stay visible.

What we would track after launch

Time from alert to decision

How quickly a manager reviews and acts.

Vehicle downtime

Hours lost to unplanned breakdowns.

Jobs covered by ready vehicles

Share of planned work that starts on time.

Recommendation acceptance

How often managers approve the AI plan.

Override rate and reasons

Where the AI misses, and why.

Charging-related reassignments

EV jobs moved because of charge.