

Self Installation vs. Professional Installation

Link: <https://help.wextelematics.com/best-practice/self-installation-vs-professional-installation/> Last Updated: August 8th, 2016

Installation can be a time-consuming and complicated process, which is why the decision to install GPS Fleet Tracking using either an internal resource or a professional third-party installation team is so important. There are pros and cons to each side, and factors that should influence your decision include the size and location of the vehicle fleet, your company's internal resources, and the project implementation schedule. For example, a third-party installation is highly recommended for enterprise-size customers (100+ units), whereas a customer with fewer units might be well-served doing a self-installation.

Pros and Cons

Here are some pros and cons to consider for each situation.

	Pro	Con
Self Installation	<ul style="list-style-type: none">• Often less expensive at inception• Controlled roll-out with fewer time constraints (dependent on internal scheduling)• Troubleshooting often easier and less expensive due to deeper understanding of the installation/unit	<ul style="list-style-type: none">• Quality of installation questionable (historically more install issues)• Often more expensive in the long run if troubleshooting/correction required• May collect less reliable data due to incorrectly installed units• Fewer installations get verified• Covert installation difficult, increased risk of tampering (drivers know where units are and how to disable)
Professional Installation	<ul style="list-style-type: none">• Professional installation error is considerably lower• Skilled at performing complex installations (more experienced)• Installers have all the tools, parts, and proper connectors• Assumes responsibility for installation guarantee (warranty varies by installer)• Secondary checks are performed• Added consistency, proper methods and circuits are used• Better suited to perform large installations• Documented registration information• Enterprise-size installation (units are registered for customer)	<ul style="list-style-type: none">• Typically costs more than self-installation• On occasion Installer/Customer vehicle availability schedules don't align

Which is More Costly?

Consider the following scenario. A customer opted to perform a self-install for a 1,000 vehicle fleet. The customer underestimated the task of managing such a large scale project and overestimated their internal resources to do so. It was discovered that 580 of the 1,000 units were installed incorrectly; over half of the vehicles had to be retouched to troubleshoot and fix. Aside from the cost of repair, there was also the cost of

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managing/scheduling the repair process and opportunity lost from the vehicles being out of operation for a second time. The initial cost of the installation was lower at the beginning, but the work required and time spent to fix incorrectly installed units actually made the self-installation more expensive in the long run.

Installation Type	Description	Total Cost
Self Installation	Including initial base cost, troubleshooting costs, and partial re-installation of devices reporting incorrectly by a qualified third-party installer.	\$112,600
Professional Installation	Total may vary based on number of install locations, client vehicle/asset availability, accessories and other miscellaneous fees.	\$100,000