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WHITEPAPER · 2026

STAVE FLEET MANAGER · FLEET INTELLIGENCE FOR USE WITH THE SERVICENOW® PLATFORM

The Missing Asset in Your Platform Strategy

Why fleet belongs on the ServiceNow platform

Fleet operations depend on vehicles, equipment, people, maintenance, parts, fuel, inspections, work orders, procurement, compliance, and financial decisions. So why is fleet still managed outside the enterprise platform responsible for connecting those functions?

A PRACTICAL GUIDE FOR PLATFORM LEADERS, FLEET OPERATIONS, ENTERPRISE ASSET MANAGEMENT, FINANCE, PROCUREMENT, COMPLIANCE, AND FIELD SERVICE TEAMS.

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EXECUTIVE SUMMARY

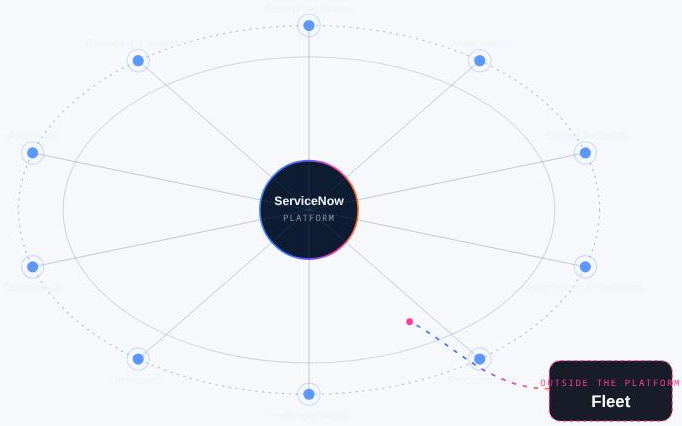
A connected enterprise, an isolated fleet.

Organizations have invested heavily in the ServiceNow® platform to create a more connected operating model for assets, service requests, work orders, approvals, field operations, and enterprise workflows. Yet fleet frequently remains outside that model. Vehicle records may live in one system. Telematics data may live in another. Maintenance, fuel, reservations, inspections, incidents, warranties, driver qualifications, and compliance records may be spread across separate applications, spreadsheets, email chains, and manual processes.

This fragmentation creates more than an administrative inconvenience. It limits visibility, slows decisions, increases operational risk, and prevents fleet activity from being connected to the broader enterprise workflows that depend on it.

THE ANCHOR QUESTION

Why Is Fleet Not Managed as an Asset on the ServiceNow Platform?



- ENTERPRISE ASSETS
- WORK ORDERS
- SERVICE REQUESTS
- EMPLOYEES & OPERATORS
- PROCUREMENT
- FIELD OPERATIONS
- INVENTORY
- COMPLIANCE
- APPROVALS & ESCALATIONS
- REPORTING & ANALYTICS

When fleet remains outside that environment, a critical part of the enterprise operating model remains disconnected.

IN THIS PAPER

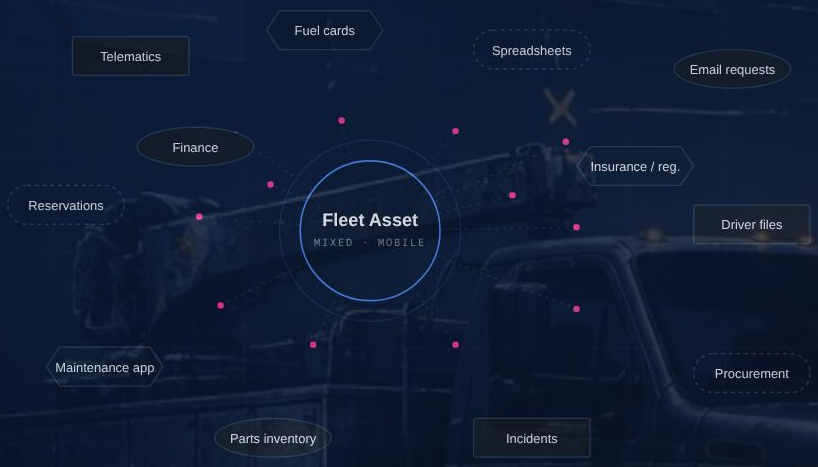
01
The Fragmentation Problem
Where fleet data lives today and why it stays disconnected.

02
Fleet as a Platform Asset
What changes when fleet is orchestrated on the ServiceNow platform.

03
The Business Case
Cost, risk, and stakeholder value across the enterprise.

The Hidden Cost of Keeping Fleet Off the Platform

Fleet operations generate enormous amounts of information. GPS reports location. Telematics provides diagnostics and mileage. Fuel cards capture transactions. Inspection forms identify issues. Maintenance systems track repairs. Driver files contain qualifications. Finance systems contain acquisition and depreciation data. The problem is not a lack of fleet data — it is that fleet data is disconnected from the enterprise workflows that should act on it.



REACTIVE MAINTENANCE

A diagnostic signal may appear in a telematics platform without automatically initiating a maintenance work order.

PREVENTABLE DOWNTIME

Teams may not see emerging maintenance risks until a vehicle or piece of equipment becomes unavailable.

INCOMPLETE COST VISIBILITY

Fuel, repairs, parts, labor, downtime, depreciation, warranty recovery, and replacement decisions may not be connected within a true total cost of ownership view.

DELAYED PROCUREMENT

Maintenance requirements, parts availability, approvals, and purchasing may depend on manual communication between departments.

COMPLIANCE EXPOSURE

Inspections, registrations, insurance, certifications, and driver qualifications may be tracked through separate calendars or spreadsheets.

ADMINISTRATIVE BURDEN

Employees repeatedly enter, reconcile, and transfer information between systems.

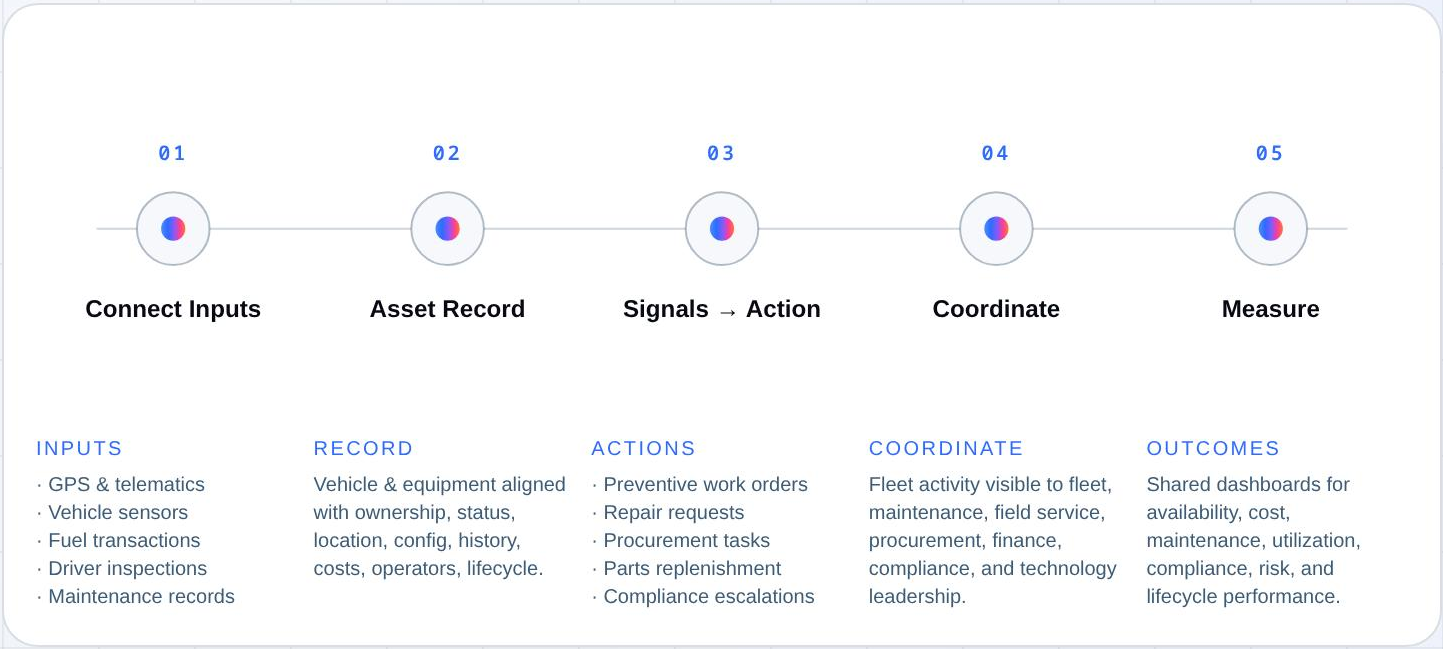
LIMITED AI READINESS

AI cannot produce trustworthy operational decisions when the underlying fleet data is fragmented or disconnected from workflow.

> “Fleet does not become intelligent simply because more data is collected. It becomes intelligent when trusted data is connected to the workflows, people, and decisions that determine what happens next.”

From Fleet Data to Coordinated Enterprise Action

Traditional fleet systems focus on recording what has happened. A fleet model built for use with the ServiceNow® platform connects operational signals to enterprise action. Stave Fleet Manager brings fleet data, asset records, users, maintenance, parts, compliance, incidents, requests, and lifecycle decisions into that platform environment.



ONE

One Asset Model

Fleet becomes part of the organization's broader enterprise asset strategy.

ONE

One Workflow Engine

Maintenance, requests, approvals, compliance, procurement, and escalations operate through connected workflows.

ONE

One Service Experience

Drivers, fleet teams, technicians, managers, and employees interact through a familiar platform.

ONE

One Reporting Environment

Operational and executive stakeholders gain access to shared information instead of isolated reports.

ONE

One Governance Model

Fleet uses the organization's existing security, user management, workflow, and platform governance capabilities.

POSITIONING

Most fleet applications tell the organization what happened. A connected platform helps determine what the organization should do next.

AI READINESS

AI does not replace the need for a fleet operating model. Before AI can predict, recommend, or act, fleet information must be structured, contextualized, trusted, and connected to workflows capable of executing the response.

Building the Business Case for Fleet on the ServiceNow® Platform

The business case should not depend on one generalized savings claim. It should be built around measurable improvements across five value categories.

01 Platform Consolidation

02 Availability & Productivity

03 Cost & Lifecycle Control

04 Compliance & Risk

05 Data Quality & AI Readiness

01 Platform Consolidation

Bringing fleet onto the ServiceNow platform can reduce dependence on disconnected applications, manual interfaces, duplicate records, and isolated reporting environments.

- FLEET SYSTEMS IN USE
- LICENSE COSTS
- INTEGRATION COST
- MANUAL TRANSFERS
- DUPLICATE RECORDS
- CUSTOM APPS

02 Availability & Productivity

Connected maintenance data and automated workflows help organizations identify and respond to issues before they create extended disruption.

- AVAILABILITY
- DOWNTIME HOURS
- MTTR
- PM COMPLETION
- OVERDUE ACTIONS
- UNPLANNED REPAIRS

03 Cost & Lifecycle Control

A unified fleet record connects maintenance, fuel, parts, warranties, utilization, acquisition, depreciation, and replacement planning.

- TCO BY ASSET
- COST / MILE
- MAINT. COST BY CLASS
- FUEL EXPENSE
- WARRANTY RECOVERY
- REPLACEMENT TIMING

04 Compliance & Risk

Automated tracking and workflow provide stronger oversight of inspections, registrations, insurance, operator qualifications, incidents, and corrective actions.

- OVERDUE INSPECTIONS
- EXPIRED REGISTRATIONS
- CERT. EXCEPTIONS
- OPEN INCIDENTS
- AUDIT PREP TIME
- CLAIMS TRENDS

05 Data Quality & AI Readiness

AI initiatives require accurate, structured, contextual data connected to operational workflows.

- RECORD COMPLETENESS
- CONFLICT FREQUENCY
- MANUAL CORRECTIONS
- SENSE-TO-ACT TIME
- AUTO WORKFLOWS
- TRUSTED LIFECYCLE DATA

ONE FLEET OPERATION. MULTIPLE STAKEHOLDERS. ONE SHARED PLATFORM.

Platform Owners
Extend the value of the existing ServiceNow platform while reducing disconnected workflows and custom integrations.

CIOs and CTOs
Reduce application fragmentation, strengthen data governance, improve AI readiness, and unify enterprise architecture.

Fleet Leaders
Greater control over availability, maintenance, operators, requests, reservations, incidents, and lifecycle decisions.

Finance & Procurement
Improve visibility into total cost of ownership, purchasing, parts, warranties, acquisition, and replacement planning.

Compliance & Risk
Stronger oversight, automated escalation, and a more complete audit trail.

Field Service & Ops
Connect vehicle and equipment availability to the people and work that depend on those assets.

SECTION 04 · CONCLUSION

Fleet Belongs in the Enterprise Operating Model

Fleet should not operate as an isolated system while the rest of the enterprise moves toward connected, workflow-driven operations. Vehicles and equipment are enterprise assets. They support employees, field teams, customer service, public services, maintenance operations, supply chains, and revenue-producing activity. Managing those assets outside the platform creates unnecessary separation between fleet and the people, systems, and decisions that depend on it.

Stave Fleet Manager provides a native path for bringing fleet onto the ServiceNow platform. It enables organizations to unify fleet records, automate lifecycle workflows, connect operational signals to enterprise action, improve cost and compliance visibility, and establish the trusted data foundation required for intelligent automation. This is more than a fleet software decision.

- Extend the organization's ServiceNow® platform investment
- Improve fleet visibility and accountability
- Strengthen lifecycle and cost control
- Reduce operational fragmentation
- Coordinate work across departments
- Prepare fleet operations for AI-enabled decision-making

CLOSING STATEMENT

When fleet becomes part of the enterprise platform, it stops functioning as an isolated operation and starts contributing to a connected enterprise strategy.

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Stave Fleet Manager

Fleet management software built natively for use with the ServiceNow platform.

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