

The crucial role of data in fleet management

Guide 2026



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Foreword

Fleet management changed more rapidly over the past two years than in the entire decade before.

Geopolitical instability pushed oil prices to record highs. Brent crude peaked at 118 dollars per barrel in March 2026. Fleet managers still running fossil-fuelled vehicles feel this directly in their costs. Those who have partially or fully switched to electric driving are less dependent on these fluctuations, but immediately face a new challenge.

In 2025, 65% of newly registered company cars in Belgium were fully electric. In the first quarter of 2026, this number rose to 78% (source: Partena). Every charging session, battery cycle and kilometre driven generates data points that a fuel card could never provide. Data is no longer the problem, what you do with it is.

Meanwhile, new legislation has raised the bar higher than ever. The CSRD obliges companies to map and reduce their commuting-related CO2 emissions. Whether they chose it or not, fleet managers have become sustainability managers.

Artificial Intelligence is also evolving at breakneck speed. From anomaly detection in charging costs to budget forecasting: what felt experimental last year is already daily practice among frontrunners today.

For the making of this e-book, we spoke with fleet managers from Proximus, BDO, Nestlé, Port of Antwerp-Bruges and a large FMCG multinational. They share how they use data to control costs, report CO2 and bring AI from hype to practice.

Have a good read!

CHAPTER 1

Who did we speak to?

01 **Guy Dierckx**

National Fleet Manager,
Proximus

Manages a fleet of 7,000 vehicles, including approximately 4,500 passenger cars, of which 55% are fully electric.

02 **Sylvia Van den Broeck**

HR Operations & Reward
Manager, BDO

Responsible for 1000 vehicles, of which 85% are electric, and the entire mobility policy.

03 **Gert Brusselmans**

Mobility & Fleet Manager,
Nestlé Belgium & Netherlands

Manages 280 vehicles, of which more than 80% are electric.

04 **Steve Pottiez**

Fleet Manager, Port of
Antwerp-Bruges

Manages a complex mix of salary cars, pool cars and operational vehicles.

05 **Ronny Van den Driesch**

Vice-Chair of the Fleet &
Mobility Federation

30 years of experience as a fleet manager, including at Carglass.

06 **Anonymous participant**

Major international FMCG
group

Shared insights on condition of anonymity.

Whose data is it anyway?

Every fleet manager we spoke to has data. More data than ever! And yet almost no one feels they are making the most of it. That is the **paradox** of modern fleet management. The cars are getting smarter, the systems richer, the data points multiplying. But the overview is lagging behind.

This e-book will tackle that gap. How fleet and mobility managers can better use the data they already have to work smarter, more cheaply and more sustainably.

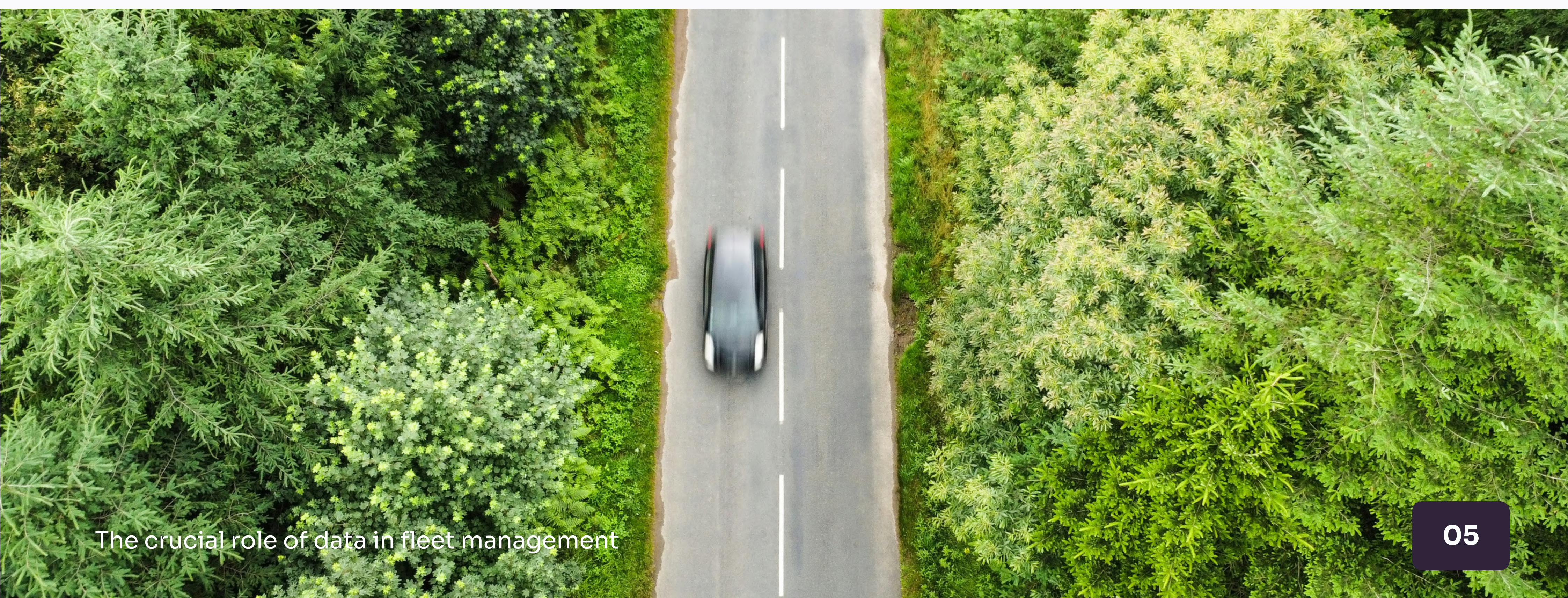
Today, cars are **moving data machines**. Location, mileage, tyre pressure, battery health, charging status, driving behaviour: all of this can be collected, processed and converted into usable insights.

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We have a lot of information at our fingertips, especially with the electric cars, but we don't have the tools to collect and use it. That's frustrating.

Anonymous fleet manager, major international FMCG group

On top of that, fleet managers are no longer solely responsible for cars. Mobility budgets, bicycle leasing, speed pedelecs, shared mobility: the list of alternative transport options keeps growing. Each of these generates its own data stream. Today's fleet manager has become a **mobility manager** in many companies.



And then there is a fundamentally new question that nobody asked ten years ago: whose data is it, actually?

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The question is whose data it is. Is it the manufacturer? Is it the leasing company? Is it the driver? Is it the company? That is currently still a difficult issue.

Steve Pottiez, Fleet Manager, Port of Antwerp–Bruges

European legislation on connected car data is in the making, but not yet settled. As long as that clarity is lacking, the frontrunners work with what is available.



💡 How pioneers are tackling it today

- API connections via leasing companies that already have agreements with manufacturers
- Asking drivers to report their mileage regularly
- Charging platforms that capture data regardless of the car brand

Mileage is no longer the metric that matters



The switch to electric driving was the biggest shift in fleet management over the past ten years. But it brought something nobody was truly prepared for: **an explosion of data** that nobody fully controls.

In the past, it was simple: A refuelling stop generated a data point. Today, an EV continuously generates data with every charging session, every kilometre driven, every minute a car remains plugged in after charging. The data is there, but the tools to do something with it are often still lacking.

And then there is the **energy crisis**. The war in Iran has pushed fuel prices to record highs. Diesel peaked in May at 2.30 euros per litre, petrol at 1.80 euros. Anyone still running fossil-fuelled vehicles in their fleet feels this every month in their budget.

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For Proximus, the electrification strategy has not changed because of these developments, but what has become clearer is that Europe was right to actively encourage the transition to electrification, precisely to be less dependent on fossil fuels and geopolitical shocks.

Guy Dierckx, National Fleet Manager, Proximus

Ronny Van den Driesch follows this evolution from the front row via the Fleet & Mobility Federation.

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I fear that those fuel prices will not drop drastically again. Companies will calculate their TCO and say: we are switching to electric. Larger companies have been doing this for a while already.

Ronny Van den Driesch, Vice-Chair of the Fleet & Mobility Federation

▶ From data scarcity to data overload

For a long time, the only usable data for fleet managers was the mileage and fuel costs. With every refuelling stop, the fuel card automatically delivered a data point. With the arrival of EVs, that automatism disappeared. Today, a fleet manager must **actively** retrieve that data.

“ The fleet manager today no longer has mileage readings. He can manually request them from the drivers, but those are all manual tasks. We need to move more and more towards automation.

Ronny Van den Driesch, Vice-Chair of the Fleet & Mobility Federation





FROM DATA SCARCITY TO DATA OVERLOAD

78%

**of the commercial vehicles put
into service in Q1 2026 were
fully electric.**

Every EV brings a new data stream: charging behaviour, battery status, consumption, split-billing. Less emissions, more data complexity.

Source: Partena, May 2026

New KPIs for a new reality

The KPIs of fleet management have changed dramatically. Where fuel costs used to be all-determining, the picture today is much more nuanced. These are the KPIs that fleet managers actively monitor today:

KPI	What you measure	Why it matters
Idle vehicles	Number of lease cars sitting unused	Costs 400–700 euro/month with no one behind the wheel
Charging behaviour	Where, when and how much employees charge	Flags who is charging unnecessarily at peak rates
Electrification rate	Share of EVs in the fleet per entity	Tracks progress through the transition
Modal shift	How employees commute: car, train, bike, remote	The foundation for CO2 reporting
TCO per vehicle	Total cost over the full contract period	A far more accurate picture than the lease rate alone

From measuring to managing

Knowing you have data is one thing, but knowing what to do with it is another. The value lies in focus. Four domains keep coming back.

Personalisation

The one-size-fits-all approach with a new company car as a standard benefit is gradually giving way to a more **targeted approach**. The more data you collect on employees' mobility needs, the better you can put together an offering that truly matches their situation.

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We would like to offer fewer models. But to do that, we first need to understand why our drivers choose what they choose. We are clearly making progress thanks to the analysis of usage data, surveys and cost data.

Guy Dierckx, National Fleet Manager, Proximus

At Nestlé, personalisation is central. More than 60 employees have already opted for a mobility budget instead of a company car.

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We are full flex. Every employee can put together a package that suits their needs. Don't want a car? Fine. Want a smaller car and the rest in pillar two? Also fine.

Gert Brusselmans, Mobility & Fleet Manager, Nestlé

▶ Charging costs and oversight

Electrification reduces fuel costs, but introduces a new cost domain that is much harder to control: charging costs.

💡 Did you know?

Home charging is 37% cheaper than public charging in Flanders. Yet most companies have no overview of where their employees charge their cars. This makes charging costs one of the hardest cost items to control in an electric fleet. (Source: Stroohm, 2025)



Charging type	Cost per kWh	Cost per session (24 kWh)
Home	€0,31*	€7,44*
Public	€0,25 – €0,40	€6 – €9,60
Fast-charging	€0,70 – €1,00	€16,80 – €24

* Excluding installation and depreciation costs of the home charging station. The total cost for the employer is higher.

“ If you use a fast charger for an entire year instead of charging at home or at the office, and you multiply that by two hundred and eighty cars, then you can see what that costs the company. Some colleagues didn't realise it was that significant.

Gert Brusselmans, Mobility & Fleet Manager, Nestlé



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Our policy states that all charging costs are covered by the company. But scrutinising invoices to detect roaming costs is operationally not possible at this point.

Steve Pottiez, Fleet Manager, Port of Antwerp-Bruges

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We are going to make people aware of their charging behaviour. Those who have received a home charging station but still predominantly charge publicly, we will have a conversation about that. From a green and cost-efficient perspective, without wanting to play police.

Sylvia Van den Broeck, HR Operations & Reward Manager, BDO



HIDDEN COST

From

500.000€

potential annual savings for a fleet of 280 vehicles, achieved through a better understanding of fast-charging versus home-charging behaviour.

Sample calculation:

Difference between home charging vs fast charging: **~€14-€18 /session**

Sessions per vehicle per year: **~ 100-150 per year**

Fleet: **280 vehicles**

Actual savings vary depending on the fleet, charging behaviour and contract terms.

▶ Safety

Data also plays an increasingly important role in safety, to detect patterns and make adjustments.

“ In the past, technical inspections were missed. Maintenance was postponed. Now we proactively follow up and ensure that operational departments are fully relieved of that burden.

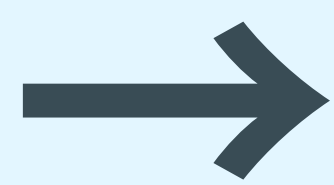
Steve Pottiez, Fleet Manager, Port of Antwerp-Bruges

Ronny Van den Driesch took the data-driven approach to safety to the extreme at his previous employer. The result: an accident ratio far below the sector average.

FROM

TO

0,60



0,16

industry average

accidents per vehicle per year

“ Through continuous monitoring, clear communication and dedicated support, we brought the accident rate down from 0.60 to 0.16 per vehicle per year. That didn't happen overnight. The industry average sits at 0.60.

Ronny Van den Driesch, Vice-Chair of the Fleet & Mobility Federation

▶ CO2 and modal split

Transport accounts for 25% of total CO₂ emissions in Belgium. CSRD now obliges companies to report commuting-related emissions. The modal split, the overview of how employees commute daily, is a key instrument in this. That data helps not only to report but also to make adjustments.

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The modal split is a very interesting KPI. It concerns the share of the company car, but also of the private car, the train, the metro, the bicycle. We want to see those alternatives grow.

Gert Brusselmans, Mobility & Fleet Manager, Nestlé

At Port of Antwerp-Bruges, Steve Pottiez monitors the modal split as part of a broader CO₂ target.

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We have a team working on CO₂ reduction for our entire structure. The target is a climate-neutral world port by 2050. Fleet is part of that story, but the whole picture is much bigger.

Steve Pottiez, Fleet Manager, Port of Antwerp-Bruges

 What does this mean in practice?

Collecting data is one thing. Doing something with it is another. Five domains where fleet managers can already take concrete steps today:

What you can track	Possible action	Potential impact
Proximity to charging infrastructure	Roll out home chargers in areas with few public charge points	Higher electrification rate and better retention
Commuting patterns and CO2 emissions	Introduce carpooling, remote work policies or a mobility budget	Lower fleet costs and CO2 footprint
Driving behaviour at team level	Eco-driving programmes or safety training for at-risk groups	Lower accident rate
Charging behaviour per driver	Raise awareness around cheaper charging alternatives	Direct savings on charging costs
Modal shift per location	Analyse office accessibility and encourage alternative transport modes	Fewer vehicles, lower CO2

Optimistic about **AI**, with caution

The four domains from the previous chapter have one thing in common: they require **time**. Time to collect data, process it and draw conclusions from it. AI promises to give that time back. And that is true. Just not everywhere and not for everything.

The fleet managers we spoke to are far from naive. They see the potential. They also see the limitations. And they know that **AI is only as good as the data it runs on**.

And that is precisely the challenge. Because the data is not always there yet. Or it is there, but fragmented. Or it is there and consolidated, but there is nobody running **analyses** on it.



▶ What AI is already doing today

At Proximus, AI is already being used for concrete operational tasks. From answering mobility questions to automating administrative processes. The focus is on controlled, targeted deployment.

“ The greatest added value of AI today lies in decision support: answering questions faster, reducing administrative burden, processing information more efficiently. Always within a clear framework.

Guy Dierckx, National Fleet Manager, Proximus

At BDO, they have started working concretely with AI for damage management.

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We are writing a prompt to automate damage statistics and franchise calculations. We are constantly thinking about domains where AI can help us now. What can we automate? Where can we run analyses?

Sylvia Van den Broeck, HR Operations & Reward Manager, BDO

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For me, AI is automation. And automation is always better. The world moves faster and in fleet you need to be able to adjust more quickly.

Ronny Van den Driesch, Ondervoorzitter Fleet & Mobility Federatie

▶ Where AI still falls short

At Port of Antwerp-Bruges, Steve Pottiez barely uses AI for fleet management yet.

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Personally, I barely use AI for fleet yet. We have an internal proprietary AI tool but I do not make much use of it yet. That is a point of improvement for me.

Steve Pottiez, Fleet Manager, Port of Antwerp-Bruges

At Nestlé, Gert Brusselmans expects AI to make its entry via external tools.

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I do not have an AI tool purely for fleet data. But through tools like Mbrella, AI will help me extract anomalies from invoices and present everything visually. I can then focus on the steering part rather than the data consolidation part.

Gert Brusselmans, Mobility & Fleet Manager, Nestlé

Where does the greatest potential lie?

The fleet managers we spoke to see AI as strongest in three concrete domains. Sylvia Van den Broeck and Ronny Van den Driesch summarise it:

Domain	What AI does
Anomaly detection	Flags idle fees, fraudulent sessions and unusual charging patterns
Budget forecasting	Predicts charging costs, lease terms and fleet evolution based on live consumption and headcount data
TCO calculations	Rapidly compares vehicles against one another and determines the optimal contract length

“ The larger our data sources become, the more we can push into AI to facilitate analyses and awareness campaigns. We are truly on the eve of a great deal of AI in fleet.

Sylvia Van den Broeck, HR Operations & Reward Manager, BDO

The right to drive anonymously

Collecting more data sounds like a no-brainer. But every fleet manager we spoke to asks the same question sooner or later: how far can you go?

A connected car today knows where you are, how you drive, where you charge and how long you stay somewhere. That is useful information for a company. And at the same time, it touches on something that employees rightly consider private.

“ We don’t need to know who drives when and where. That is private. But how someone drives is important.

Anonymous fleet manager, major international FMCG group

 The boundary between vehicle and person

Data about the vehicle is company data. Data about the person is private. But in practice, it is more nuanced than those two sentences.

Data type	Business data	Private
Charging cost and type	✓	
Mileage	✓	
Driving behaviour (team level)	✓	
Precise location		✓
Driving behaviour at weekends		✓
Partner's driving behaviour		✓

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The boundary lies at vehicle management, and stops at monitoring the person. Connected car data is used to manage vehicles safely, efficiently and sustainably. It does not serve to monitor or sanction driving behaviour or presence at an individual level.

Guy Dierckx, National Fleet Manager, Proximus

▶ Location data: the most sensitive issue

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What we absolutely do not want to collect is location data. You cannot know where person A is at eight o'clock in the evening. That benefits no one. But data around costs, where someone charges, how much, whether that aligns with the kilometres driven: that is data we were already using in the petrol and diesel era.

Gert Brusselmans, Nestlé



The Renta Norm 2026

The Renta Norm 2026 places the responsibility on drivers to delete personal data from connected cars before returning them at the end of the lease contract. Navigation history, saved contacts, paired smartphones: all of it must be wiped. The previous Renta Standard dated from 2015 and did not account for connected cars.

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We have GDPR specialists on staff and everything we do is coordinated with them. That is also reassuring for the employees.

Gert Brusselmans, Nestlé

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At Proximus, we only collect and use what is necessary for fleet management and safety purposes, within a clearly defined context and in compliance with privacy regulations and internal agreements.

Guy Dierckx, Proximus

Five insights

01

EVs are creating a data overload

The switch to electric driving has caused the amount of data per vehicle to grow exponentially. More than 130 charging sessions per vehicle per year, each with their own location, duration, cost and behavioural profile. Most companies do not yet have the tools to process that data meaningfully.

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KPIs are shifting towards behaviour and sustainability

Fuel cost is no longer the only KPI that matters. Idle vehicles, charging behaviour, modal split, electrification rate: these are all metrics that a year ago were not yet on the dashboard of most fleet managers.

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CSRD is changing the role of fleets

Fleet managers are becoming sustainability managers. CSRD requires companies with at least 1,000 employees to report commute-related CO₂ emissions. That requires data which today is often fragmented across systems that do not communicate with each other.

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Privacy remains a sensitive issue

The line between useful business data and personal private data is thin. Fleet managers agree: data about the vehicle is business data. Data about the person is private. But in practice it is more nuanced than those two sentences.

05

AI is becoming operational

AI is no longer a thing of the future. From anomaly detection in charging costs to damage management and budget forecasting: fleet managers are already using AI today for concrete tasks. The next step is predictive fleet management, but for that the data foundations must first be in order.

How Mbrella can help

The challenges that fleet managers describe in this e-book are concrete and felt on a daily basis. Charging costs you cannot track. Mileage data that must be requested manually. CSRD reports where data is fragmented across systems that do not communicate with each other.

What fleet managers need: an overview of all charging sessions, per driver, per location and per charging type (home, office or public). Automatic detection of anomalies. Reliable data on the modal split within the company, to take targeted actions for CO2 reduction. A mobility budget that employees can manage themselves. And all of that on **one platform**, without sixteen logins.

Mbrella is a digital platform that helps fleet and mobility managers manage their entire mobility policy in one place.

MBRELLA CHARGE

Insight into and control over charging costs

Mbrella Charge gives fleet managers deep insight into the charging behaviour of their employees: where they charge, when, how much and at what cost. Anomalies are automatically detected. Cost limits can be set per employee. For employees who charge at home, reimbursement is processed automatically via payroll based on the current CREG tariffs. For charging sessions outside the policy, split billing is available.

[Request demo](#)

“ The ideal world is a platform that enables split billing, can set a maximum tariff and distinguishes between business and private use. That would fundamentally change cost control.

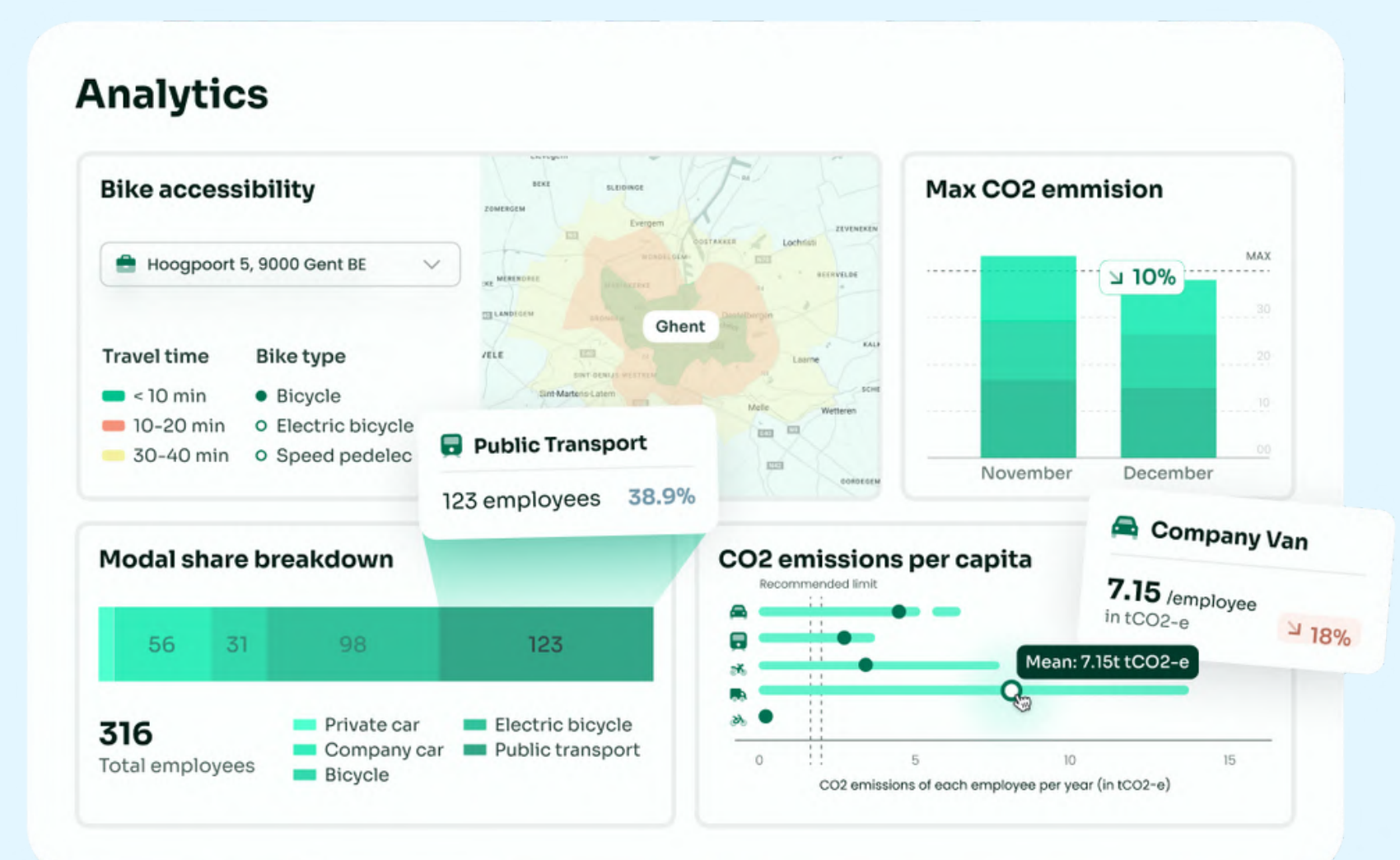
Steve Pottiez, Fleet Manager, Port of Antwerp-Bruges

MBRELLA COMMUTE + ANALYTICS

From recurring patterns to proactive reporting

Mbrella Commute maps the commuting patterns of employees. Via the Commute planner, employees enter their own travel habits: which mode of transport they use to commute, which route and how often. The more employees do this, the more complete the picture becomes.

This data forms the basis for **Mbrella Analytics**. The platform consolidates all mobility data, from charging behaviour to commuting patterns, and translates it into proactive reports. This way, a fleet manager can see at a glance where the outliers are: excessive charging costs, idle vehicles, anomalies in charging behaviour.



[Request demo](#)

“ Ideally, I would have a monthly report where I can immediately see whether there are outliers. Excessive costs, too many idle vehicles, anomalies in charging behaviour. Currently I still do this too reactively. I want to be able to steer proactively.

Sylvia Van den Broeck, HR Operations & Reward Manager, BDO

MBRELLA BUDGETS

Flexibility for employees

Mbrella Budgets allows employees to manage their mobility budget independently, from public transport to bicycle leasing and shared mobility. All within the boundaries of company policy, on one platform. No separate logins, no fragmented data, no manual work to consolidate expenses.

Together, **Mbrella Charge, Commute and Budgets** enable fleet and mobility managers to move from assumption-based to data-driven decisions. With the visibility needed to control costs, optimise infrastructure investments and substantiate sustainability goals with real figures.



What now?

The fleet managers we spoke to all have something in common. They are further along than they were a year ago. More electric, more data, more insight. And at the same time, they all feel they are only at the beginning of what is possible.

The switch to electric driving has been initiated or nearly completed for most companies. The data it generates is available. What is missing are the tools, the processes and sometimes the time to use that data meaningfully.

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Follow-up, communication and guidance. If you do those three things well, the data does the rest.

Ronny Van den Driesch, Vice-Chair of the Fleet & Mobility Federation

The energy crisis makes it more urgent. CSRD makes it mandatory. AI makes it possible. And the fleet managers who invest in data-driven mobility today will reap the benefits tomorrow.

The data is here. Now it's your turn.

Book your demo →

