

80% faster incident response: Integrated video monitoring for UK taxi fleets

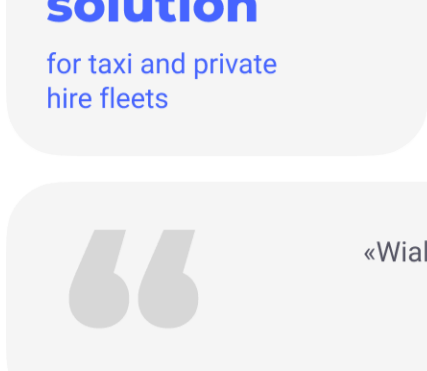
Telematics service provider **ACSS**

Wialon partner since 2017

Client **Technology provider in the taxi and private hire sector**

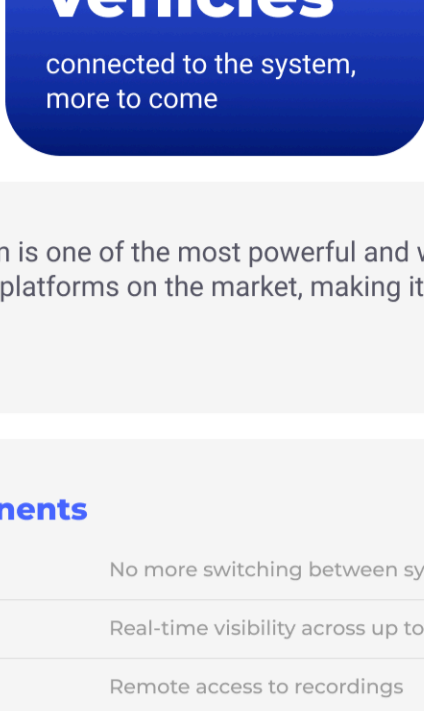
2,000+ connected vehicles across operator networks

United Kingdom



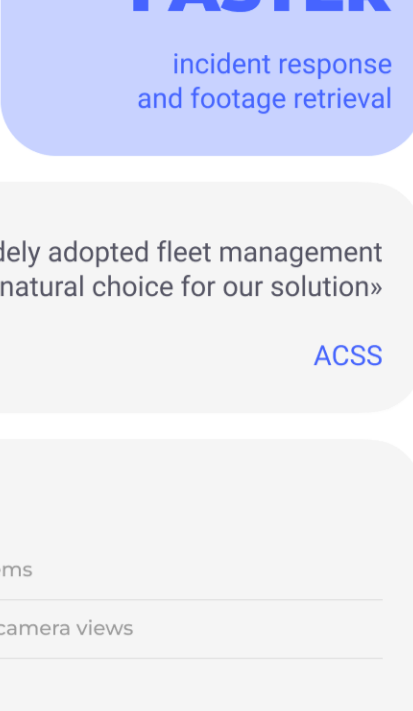
Video telematics solution

for taxi and private hire fleets



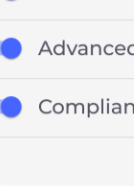
150 vehicles

connected to the system, more to come



UP TO 80% FASTER

incident response and footage retrieval



«Wialon is one of the most powerful and widely adopted fleet management platforms on the market, making it a natural choice for our solution»

ACSS

Key features and components

Centralized fleet oversight	No more switching between systems
Live video streaming	Real-time visibility across up to 4 camera views
On-demand footage retrieval	Remote access to recordings
Secure storage	AES-256 encrypted footage storage
Automated maintenance monitoring	Service interval reminders
Advanced reporting	Insights into fleet performance and driver behavior
Compliance-ready setup	GDPR, ICO, and local licensing requirements

Solution architecture

Software

- Wialon Hosting
- TaxiView (ACSS custom solution)

Hardware

- ACSS CCTV hardware compliant with local authority requirements

Case study breakdown, visualized

About the client

The client is a UK-based technology provider for the taxi and private hire sector, specializing in in-vehicle payment and fleet management solutions for licensed operators.

Their platform is currently used to manage more than 2,000 vehicles across their customer fleets. In addition, they run their own fleet of around 350 vehicles — giving them direct, daily insight into the real-world challenges operators face.

Challenge

The client used to rely on separate, disconnected systems for video monitoring and fleet management. This led to limited fleet visibility and inefficient vehicle monitoring. Operators spent a significant amount of time switching between platforms.

The fleet was equipped with an offline CCTV system, which meant no live monitoring or remote video access. Retrieving recordings required vehicles to return to base and be temporarily taken out of service. This resulted in vehicle downtime, slow incident response, and delays in handling insurance claims or resolving disputes.

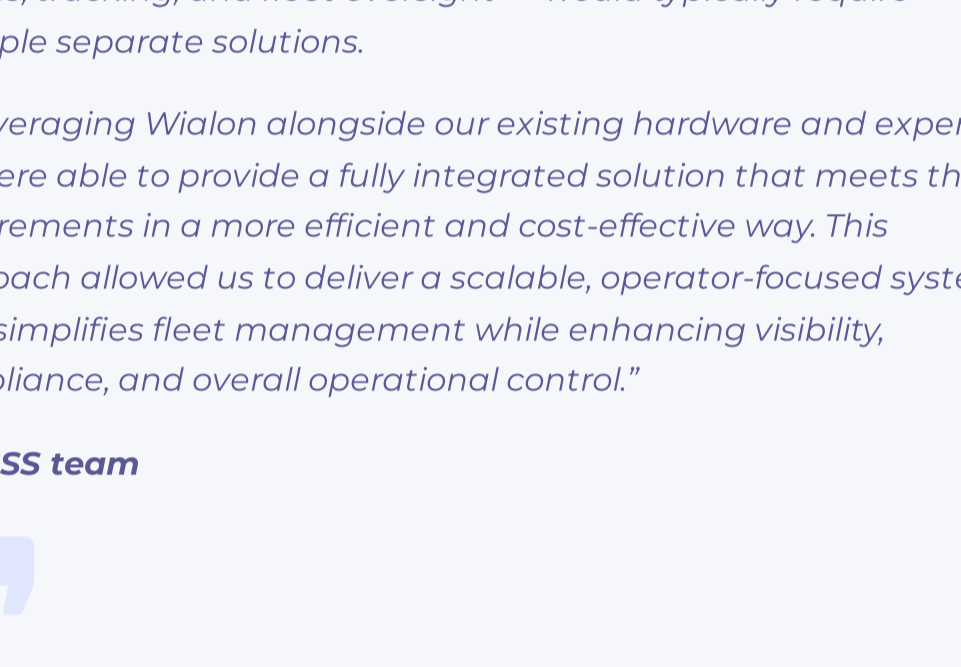
These challenges were especially significant given the regulatory requirements of the UK passenger transport sector, where non-compliance is not an option. Many local authorities require CCTV monitoring as part of licensing conditions, while GDPR and the Information Commissioner's Office (ICO) guidelines — the UK's data protection regulator — place strong emphasis on data security.

Another challenge was maintaining cost-effective deployment in a highly price-sensitive market. Many systems available on the market were either non-compliant or too expensive to scale across a larger fleet.

Read on to see how [ACSS](#), a Wialon partner with more than 20 years of experience in the taxi and private hire sector, transformed an offline CCTV setup into a fully integrated solution for fleet digitalization.

Solution

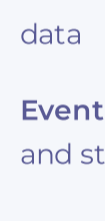
To upgrade the client's operations, ACSS developed [TaxiView](#) — a fleet management platform with video telematics capabilities.



“When analyzing the market, we found that delivering the level of functionality our customer required — particularly around live video access, tracking, and fleet oversight — would typically require multiple separate solutions.

By leveraging Wialon alongside our existing hardware and expertise, we were able to provide a fully integrated solution that meets these requirements in a more efficient and cost-effective way. This approach allowed us to deliver a scalable, operator-focused system that simplifies fleet management while enhancing visibility, compliance, and overall operational control.”

— ACSS team



Hardware setup

ACSS deployed its own **in-vehicle CCTV hardware**, designed to meet local authority licensing requirements and already widely used across the UK taxi sector.

The hardware uses **AES-256 encrypted local storage** to support secure data handling and compliance with GDPR and ICO guidelines. **On-device storage** covers the 28–31 days most local authorities require, with capacity **for up to 2 months**.

The solution also supports **up to 4 camera channels per vehicle**, allowing operators to monitor driver and passenger activity together with key external views around the vehicle.

Software setup

Wialon Hosting is the backbone of the solution, connecting video and vehicle data into a single interface.

Key capabilities used in this project include:

- Live video streaming and on-demand footage retrieval**, helping fleet managers respond to incidents faster and maintain better oversight of driver and passenger activity
- Real-time vehicle tracking** with access to movement history and operational data
- Event-based alerts**, including notifications about video loss, GPS signal issues, and storage faults

“Notifications are delivered through multiple channels, including the Wialon mobile app and email, ensuring fleet managers can access critical information wherever they are.”

— ACSS team



The partner also leveraged **Wialon's API** to synchronize hardware and software components while maintaining secure data transmission and scalable deployment logic.

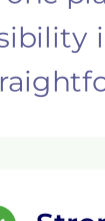
Thanks to Wialon's robust functionality, the solution delivered several benefits beyond the client's original requirements.

Geofencing allows operators to define virtual boundaries and receive alerts when vehicles enter or exit specific areas. This has improved route compliance and operational control.

In addition, Wialon enabled the client to access **faster, more detailed reporting** than previously available, giving operators greater insight into fleet performance, vehicle usage, and driver behavior.

“These added capabilities have enhanced the overall value of the solution, providing improved visibility, proactive monitoring, and greater control over fleet operations.”

— ACSS team



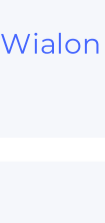
Implementation

The solution was deployed across 150 vehicles. During implementation, ACSS worked closely with both the client and the Wialon technical team.

“The Wialon team provided responsive and knowledgeable support whenever we needed it. By working together, we quickly identified and resolved connectivity issues, ensuring stable communication between the devices and the system. This helped us keep momentum going throughout development and deployment.

Wialon's expertise also helped us make better use of the platform's capabilities. We made sure TaxiView could fully use features like live tracking, video integration, notifications, and reporting.”

— ACSS team



ACSS continues to work closely with the client, using their feedback to test and launch new features. The system is now being deployed across the rest of the fleet.

At the same time, this project has helped ACSS demonstrate the value of an integrated video telematics and fleet management solution within the taxi and private hire sector, opening up further opportunities with other operators who are looking to adopt similar technology.

Results

With [TaxiView](#), the Wialon-powered solution, the customer streamlined operations, improved response times, enhanced compliance, and significantly reduced operational overhead across their fleet.

Up to 80% faster incident response

Operators no longer need to recall vehicles to manually retrieve CCTV recordings. According to ACSS, remote access to footage reduced operational delays and incident response times, helping fleets resolve disputes and insurance claims significantly faster.

Unified fleet visibility

Instead of juggling several disconnected systems, operators now have everything in one place — video telematics, fleet tracking, and management. This improved visibility into vehicle activity made day-to-day fleet monitoring more straightforward.

Strong compliance and data security

AES-256 encrypted storage and controlled remote access to footage help protect video data while supporting compliance with the requirements of the UK passenger transport sector, including local authority regulations, GDPR, and ICO guidelines.

Additional operational capabilities

Using Wialon geofencing and reporting tools, operators gained better control over route monitoring and fleet analytics. These insights now support faster and more informed decision-making across fleet operations.

Scalable foundation for future growth

The deployment continues to expand across the customer's network, with ACSS planning broader rollout and additional feature development in the future.

Company profile

Country: United Kingdom

Industry: Passenger transportation

Website: [acss-uk.co.uk](#)

Solutions

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