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THE GREAT BRITISH
FLEET GUIDE



2019



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smartfleetsolutions
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smartfleetsolutions
we tick every box

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Smart Fleet Solutions unlocks the value of every vehicle being de-fleeted through a range of services including vehicle inspections and imaging, refurbishment and in-life repair, storage and transport.

Our philosophy: there's always a smarter way

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GET IN TOUCH

To discuss how we can help you manage the cost, quality and down-time challenges you face with in-life repairs and refurbishments, please contact Peter Mellor

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THE GREAT BRITISH FLEET GUIDE



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Welcome to this, the inaugural Great British Fleet Guide, the culmination of our activities around what will be the first of many Great British Fleet Events.

We hope the many of you who came along to the event in London in January found it extremely beneficial, with a wide range of well-attended Masterclass sessions throughout the morning, filled with knowledgeable, informative conference speakers. It was great for me to see so many of our readers there.

However, that wasn't the end of the day's action, with the afternoon taken up by our first *Fleet World* and *Van Fleet World* Great British Fleet Awards ceremony and gala dinner.

There's much more to the Great British Fleet Event than one day in January. It's an opportunity for leading fleet suppliers to connect more closely with fleet operators, through our website www.greatbritishfleetevent.co.uk which features all the latest industry news, interviews, white papers, case studies and much more from the fleet industry's very best suppliers.

If that's not enough, this Guide is designed to recognise the best in fleet and act as the 'go to' guide to help fleet operators run their fleets more efficiently. Page 18 onwards features some key sectors of fleet management, with the leading specialists in these categories giving their expert advice and knowledge.

Finally, I'd like to thank all of our event partners and we look forward to seeing you all again on 30th January 2020!

Jerry Ramsdale ▶ Event Organiser



EVENT PARTNERS



THE GREAT BRITISH FLEET EVENT 2019



2019 might still be young, but this year is looking like a challenging one for everyone in the Automotive industry. So, it was encouraging to see how well-attended all the morning Conferences were – as there were no spare seats, thus forcing attendees to stand. Also, all of the sessions ended with a heated question time with plenty of enlightening answers from the impressive speaker line-up.



EVENT PARTNERS





Elsewhere...

Whilst wandering round the exhibition area, it was heartening to see so many fleet-decision makers and operators networking – especially in the refreshment area – and then discovering the innovative new fleet industry products on display.



EVENT PARTNERS



**YOUR
CLIENTS
ARE
LOOKING
FOR FRESH
THINKING.
WHY NOT
SHOW UP
IN SOME?**



CIVIC

CIVIC SR 1.6 I-DTEC

The new Honda Civic SR i-DTEC Class-leading boot space, SENSING™ safety technology (including Lane Departure Warning) and impressively low CO₂ emissions (93g/km). Just a few of the great ideas that make the new Civic a smart addition to your fleet. Request your 48 hour demo at Honda today.

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Advanced payment

£1,139.94 +VAT

Prices for model pictured Civic SR 1.6 i-DTEC Manual (with Metallic Paint) £202.45 +VAT per month plus an advance payment of £1,214.70 +VAT.

Contract mileage

10,000 miles per annum

Contract term

36 months

Excess mileage charge

3.5p per mile +VAT

Honda
CONTRACT HIRE

Fuel consumption figures for the 18YM Civic 5 door Diesel range in mpg (l/100km): Combined 53.3 (5.3) - 62.8 (4.5). CO₂ emissions: 109 – 93g/km. Figures shown are for comparability purposes only and you should only compare fuel consumption and CO₂ figures with other cars tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including accessories fitted (post-registration), variations in weather, driving styles and vehicle load.**

Important information: *Contract Hire available to Business Users only, subject to status. Information correct at January 2019. Vehicles must be ordered between 1st January 2019 and 31st March 2019 with registration and delivery by 30th June 2019. Rentals exclude optional maintenance. Excess mileage and other charges may apply dependent on the mileage and return condition of the vehicle at the end of the contract. Contract Hire is provided by Arval UK Limited trading as Honda Contract Hire, Whitehill House, Windmill Hill, Swindon, SN5 6PE. For further information please contact your local Honda Dealer. **There is a new test for fuel consumption and CO₂ figures (WLTP). Figures shown however are based on the outgoing test cycle and will be used to calculate vehicle tax on first registration. You can find out more about the changes brought in by WLTP at <http://wltpfacts.eu/>

▶ INNOVATION IN GREEN TRAVEL



WINNER **Stream Go**

Paul Rufus from Stream Go with Jonathan Musk, content editor at Fleet World

[HIGHLY COMMENDED LEASEPLAN UK]

Launched in March last year, Stream Go for electric vehicles makes light work of optimising first and last mile deliveries. This cloud-based application gives excellent customer service by sending automatic text and email notifications to reduce the risk of failed deliveries and collections. It offers automated route planning and 'track and trace' deliveries and drivers in real time, plus electronic proof of delivery.

▶ INNOVATION IN TECHNOLOGY



WINNER **Trakm8 Rh600 4g Telematics Cameras**

Matthew Newman from TrakM8 being presented the award by Jacqueline Rowe, Honda UK

[HIGHLY COMMENDED FREE2MOVE LEASE CONNECT FLEET]

Following two successful pilots, Trackm8 launched its RH600 4G Camera in April 2018. Where the RH600 scores over other telematics cameras, is that it doesn't just transmit GPS location data. Instead, it provides full telematics functionality, including driver behaviour analytics – which can also be integrated with Trakm8's fleet optimisation solution.

▶ INNOVATION IN COST REDUCTION



WINNER **Remote Mileage Manager (Grey Fleet)**

Richard Perham from Airmax Remote with Jonathan Musk, content editor at Fleet World

[HIGHLY COMMENDED FLEET OPERATIONS MOVE ANALYTICS]

An integrated 'Grey-Fleet' module added to their 'Remote Mileage Manager' service provides a mobile friendly driver portal for users to log on and manage their business and private journeys using the same existing virtualised expense process as their core Remote Mileage Manager Telematics service.

▶ INNOVATION IN CUSTOMER SERVICE



WINNER **Rac Business – Orange Plus Next Gen Trailer**

Kate Burn from RAC, Presented by James Davis, Customer Insight and Strategy Director (CVs) Manheim

[HIGHLY COMMENDED ASTRATA TRIPMONITOR]

Rolled out this year, the 'All Wheels-Up' next-generation trailer extension for RACs patrol vehicles. The increasing numbers of SUVs, hybrids and EVs has led to the need to be able to fully lift a vehicle at the roadside – rather than with two wheels on the ground. In response, the RAC has developed Orange Plus, an extension to its rapid deployable trailer.

EVENT PARTNERS



▶ INNOVATION IN MOBILITY



WINNER Europcar Mobility Group – Europcar One

Clive Forsythe from Europcar with Jonathan Musk, content editor at Fleet World

[HIGHLY COMMENDED ALLSTAR PLUS VISA CARD]

This is Europcar's integrated multi-modal solution for all of a business's mobility needs. Right from reservation creation, through the mobility service usage, to the point of invoicing. As this is a multi-modal solution Europcar One, rolled out to 780 B2B customers in 2018, offers a wide choice of booking options through a single login, from a taxi right through to a six-month rental.

▶ INNOVATION IN REMARKETING



WINNER Selsia Smart Multipoint

Neil Marcus from Selsia with Jonathan Musk, content editor at Fleet World

[HIGHLY COMMENDED LEASEPLAN'S CARNEXT.COM]

Selsia has introduced a centrally managed bodywork repair remarketing service for its clients, including fleets, auction houses and fleet management companies. This service uses Selsia's connected network of 200 British Standard, plus insurance and manufacturer approved bodyshops throughout the UK. These are used as drop off points for mid-contract returns, end of life and fleet rehoming.

▶ INNOVATION IN RISK MANAGEMENT



WINNER Davis Powered By Licencecheck

Terry Hiles from DAVIS with Jonathan Musk, content editor at Fleet World

[HIGHLY COMMENDED APPY FLEET]

Any organisations that requires or allows its employees to drive on their behalf, should have a system for checking driving licence validity, entitlements and convictions. Far from being a basic check, on top of being GDPR compliant, a DAVIS driving licence check can actually paint a picture of the driver and most significantly identify areas of risk.

▶ INNOVATION IN SMR



WINNER Allstar Business Solutions Servicepoint

Dal Dosanjh from Allstar, presented by Richard Perham at Airmax Remote

[HIGHLY COMMENDED CHEVIN FLEET SOLUTIONS FLEETWAVE CORE]

Introduced at the end of 2017, ServicePoint is an on-line platform designed to make the management of service, maintenance and repair as easy as possible for business. This is particularly helpful for SMEs that maintain privately-managed company vehicles, but lack the resources normally required to proactively manage SMR.

► **FINANCIAL SUPERSTAR**
AMEY PLC



Julie Davis, Amey, collecting the award from Steve Ratcliffe of event sponsor Geo Tab

Amey achieved a reduction of 38% at-fault incidents for its fleet drivers by ensuring its Driver Handbook was kept up-to-date, daily vehicle checks and fitment of the latest safety technology, such as telematics.

► **OPERATIONAL FLEET SUPERSTAR**
JOHNSON & JOHNSON



Siobhan Hollows of Johnson & Johnson with Theo Kortland of event sponsor Smart Fleet Solutions

Johnson & Johnson's global fleet safety programme 'SAFE Fleet Caring About People' is designed to reduce risk. By monitoring safety performance of the fleet, repair costs have fallen by around 30% and there's been a collective improvement in fuel economy by a superb 13.5%.

► **FLEET HR SUPERSTAR**
McLAREN AUTOMOTIVE



Chelsey Somers of McLaren Automotive, collecting the award from Sophie Tran of event sponsor Vision Express

By understanding the full range of driving activities undertaken by its staff, McLaren Automotive was able to develop its Driver Safety Policy, as well as reduce costs on insurance claims. The result has been a reduction in claims on their fleet policy by 21% per vehicle since 2014.

► **FLEET MANAGEMENT SUPERSTAR**
GALLIFORD TRY



Alan Baker of Galliford Try with Mark Carter of Verizon

By using whole life cost data, drivers at Galliford Try aren't forced into low CO₂ cars, and instead are able to select from the most cost effective vehicles thanks to Alan Baker – head of fleet at Galliford Try. The result: a reduction in CO₂ across the company car fleet from 125g/km in 2012 to 98g/km today.



► **ECO SUPERSTAR** **ADDISON LEE GROUP**

Justin Patterson of Addison Lee Group collecting the award from Tony Greenidge of event sponsor IAM RoadSmart

Addison Lee Group is steadily moving towards its goal of operating vehicles with a maximum 75g/km CO₂ output and zero-emissions capable. On top of this, the company is pursuing recycling where possible, including parts, tyres and even the water.

EVENT PARTNERS



▶ BEST FLEET SUPERMINI



WINNER SEAT Ibiza

Peter McDonald from SEAT, with Martyn Collins

There's an Ibiza for everyone, with an impressive choice of diesel and petrol engines. Plus, it looks great, has a spacious interior which is well-equipped and it drives well. A high-value supermini in a sector full of talent, the Ibiza still stands out.

▶ BEST UPPER MEDIUM FLEET CAR



WINNER Škoda Superb

Matt Hattersley National Fleet Sales Manager for Škoda, with Martyn Collins

Four-years on and the Superb shows no sign of relinquishing its hold on this sector. It still looks sharp, plus the interior remains classy and impressively spacious. Add in a large choice of fleet-friendly diesel and petrol engines, plus the choice of saloon and estate and it's not really a surprise that this Škoda is still at the top.

▶ BEST LOWER MEDIUM FLEET CAR



WINNER Ford Focus

Craig Pullen of Airmax presenting the award to Owen Gregory from Ford, with Martyn Collins

All change for this long-established best-seller, but the latest Focus continues to push the boundaries. It boasts impressive interior space, is technology rich and we reckon offers the best ride and handling combination in the Lower Medium class. The choice of hatchback and estate models with diesel and petrol engines, mean there's a Focus suitable for the majority of fleets.

▶ BEST COMPACT EXECUTIVE CAR



WINNER Mercedes-Benz C-Class

Sam Ragheb from Mercedes-Benz, with Martyn Collins

The C-Class might not be the newest model in the Compact Executive sector and is up against stiff opposition, but this Mercedes wins for the sheer choice of engines. Diesel, check, petrol, check and perhaps most relevant in these emission-conscious times – PHEVs. The C-Class has you covered, add in the choice of versatile estate models and we think it's the strongest offer.



CAR AWARDS

▶ BEST EXECUTIVE CAR



WINNER **BMW 5 Series**

Lucy Ramstedt from BMW UK, with Martyn Collins

Even one year on, this BMW still seems to be a technology tour de force. Yet in diesel form, the latest 5 Series is impressively affordable to run. Add in the fact that it's great to drive, has impressive levels of standard equipment and there's the choice of even more practical Touring estate and it's not hard to see why the 5 Series wins here and is so popular.

▶ BEST LUXURY CAR



WINNER **BMW 7 Series**

Lucy Ramstedt from BMW UK, with Martyn Collins

Like the smaller 5 Series, the 7 Series is another showcase for BMW's latest technology, that's likely to filter down to the rest of the range in the near future. Yet, all that technology shouldn't scare you off, as it's still a great business tool, backed by finance packages tailored towards chauffeurs and a plug-in hybrid for urban fleets.

▶ BEST FLEET LARGE SUV



WINNER **Škoda Kodiaq**

Matt Hattersley National Fleet Sales Manager for Skoda, with Martyn Collins

Škoda took a calculated risk with the Kodiaq, combining the endless flexibility of an MPV, with the versatility and driver appeal of an SUV. The result was never really in doubt, it offers space for up to seven adults on board, combined with plentiful storage, two and four-wheel drive versions and a large choice of trims and engines to suit the fleet buyer.

▶ BEST FLEET SMALL SUV



WINNER **Volvo XC40**

Steve Beattie from Volvo Cars UK, with Martyn Collins

Practical, stylish, well-equipped and all with the safety kit you usually expect from a Volvo, it's no wonder the XC40 has shaken up the small SUV sector since it went on sale over a year ago. Volvo's excellent diesel engines should guarantee low running costs for fleets, and residual values are rock solid too.

EVENT PARTNERS



▶ BEST GREEN FLEET CAR



WINNER **Hyundai Kona Electric**

Phil Daniels from Admedia presenting the award to Geraint Isaac from Hyundai, with Martyn Collins

The Kona Electric feels like a tipping point for EVs and in our opinion is exactly the product needed to make electromobility mainstream. With range often regarded as a major issue, even the smaller 39.2kWh version returns 180 miles to a full charge, while the 64kWh version is capable of 279 miles to a full charge.

▶ FLEET TECHNOLOGY AWARD



WINNER **Honda**

Jacqueline Rowe, Fleet Engagement Section Manager at Honda, with Martyn Collins

Almost 20-years of hybrids has resulted in Honda selling some of the most-efficient models on sale. Easy to drive and genuinely efficient, the most recent addition, the hybrid version of the all-new CR-V SUV, is refined, spacious and obvious economical with a 53.3mpg figure and up to 126g/km emissions.

▶ FLEET RISING STAR



WINNER **Suzuki**

Clive Forsythe from Europcar presenting the award to Dale Wyatt from Suzuki, with Martyn Collins

An appealing range of cars, plus a commitment to evolve its dealer network, has deservedly resulted in increased sales. No other car brand has achieved the same sort of increase in fleet sales for the last year.

▶ FLEET MANUFACTURER OF THE YEAR



WINNER **SEAT**

Martyn Collins (left) with Peter McDonald from SEAT being presented the award by Michael Wood of TrakM8

SEAT's recent transformation is ongoing, with more brilliant new products such as the incoming Tarraco and its focus on putting fleet at the core of the business remains the same. The specialist team, strengthened dealer network, plus the web portals and four-day test drives which raises awareness and mean sales are unlikely to slow down any time soon.

▶ BEST NEW FLEET CAR

WINNER **Ford Focus**

Owen Gregory from Ford with the Best New Car Award for New Focus



Replacing the UK's best seller, that's a mainstay for fleets is no easy task. Yet, Ford has seemed to do the impossible, by building on its predecessor's best points, but adding more space, a comfy ride to the dynamic drive, plus new connectivity and assistance features, to what was already a brilliant all-rounder.



VAN AWARDS

▶ SMALL VAN OF THE YEAR



WINNER Citroën Berlingo Van • Peugeot Partner • Vauxhall Combo Cargo

Nigel Ward of PSA, Dan Gilkes & Derek Wilson of Vauxhall

HIGHLY COMMENDED **FORD TRANSIT CONNECT**

This class of van has to cover everything and PSA's new Berlingo, Partner and now Combo have all the bases covered. Offering two wheelbases with two body lengths, the vans deliver a load-hauling solution to suit all operations.

▶ MEDIUM VAN OF THE YEAR



WINNER Ford Transit Custom

Owen Gregory, Ford Fleet Director with Dan Gilkes

HIGHLY COMMENDED **VOLKSWAGEN TRANSPORTER**

Our reigning Van of the Year from 2018 continues to dominate the UK LCV sector. Indeed, the Transit Custom was the third best-selling vehicle of any kind in the UK last year, a remarkable feat for a mid-weight van. A few miles behind the wheel is all it takes to see why operators continue to put their faith in the Ford.

▶ LARGE VAN OF THE YEAR



WINNER Mercedes-Benz Sprinter

Martyn Harvey – Head of Dealer Sales with Dan Gilkes

HIGHLY COMMENDED **VOLKSWAGEN CRAFTER**

With the addition of front- as well as rear-wheel drive, and more recently 4x4 versions too, Mercedes has something for everyone with the latest Sprinter. The technology and connectivity available to customers is second to none and the whole PRO Connect concept should make it far easier for operators to get the best out of their vans.

▶ PICKUP OF THE YEAR



WINNER Nissan Navara

Andrea Patti – LCV Manager for Nissan with Dan Gilkes

HIGHLY COMMENDED **FORD RANGER**

There are newer trucks and there are more powerful pickups available, but when we look for the best all-round package, we keep coming back to Nissan's Navara. The combination of powerful yet relatively frugal engines, coil spring rear suspension and in-cab technology like Nissan's Intelligent Mobility systems, make Navara hard to beat.

EVENT PARTNERS



▶ LIGHT TRUCK OF THE YEAR



WINNER **Iveco Daily**

Marc Hanks for the Light Business Line, with Dan Gilkes

HIGHLY COMMENDED **ISUZU GAFTER**

Iveco's Daily sits on the edge of the large van and light truck sectors, though there is no denying that a 7.2-tonne chassis should be treated as more than just an LCV. With the addition of Iveco's Blue Power range of alternative fuel and low-emission vans, including Daily Electric and the CNG-powered Daily NP, the company is covering every base.

▶ GREEN VAN OF THE YEAR



WINNER **Renault Master Z.E. • Renault Trucks Master Z.E.**

Presented by Phil Daniels, of Admedia to Steve Wilson – Renault UK, with Dan Gilkes

HIGHLY COMMENDED **IVECO DAILY NP**

With Master Z.E. the company has done its own thing, opting for a 3.1-tonne van rather than relying on a rise in permitted weight to make the van a viable proposition. And when driving the van, you would hardly know that you're behind the wheel of an electric vehicle, making it easy for fleets to adopt.

▶ VAN OF THE YEAR



WINNER **Citroën Berlingo Van • Peugeot Partner • Vauxhall Combo Cargo**

(L to R) Phil Daniels from Admedia, Derek Wilson of Vauxhall and Nigel Ward of PSA with Dan Gilkes

HIGHLY COMMENDED **MERCEDES-BENZ SPRINTER**

The new Citroen Berlingo and Peugeot Partner are such a departure from their predecessors and such an improvement over those vans, that this was an easy choice for the judges. With Vauxhall now part of the PSA Group, the latest Combo also benefits from these advances in technology, driver safety and vehicle efficiency.

▶ VAN MANUFACTURER OF THE YEAR



WINNER **Ford**

Mark Beattie from Venson, Owen Gregory from Ford, with Dan Gilkes

Light commercial vehicles are big business for manufacturers. With car sales dropping sharply, the van market remained strong in 2018. Having a van brand hit the number three spot in the overall vehicle market is an outstanding achievement. With one in every three van sales in the UK last year, it has to be Ford.



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- ▶ INSTANT ALERTS
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 - ▶ LANE DRIFT
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INCREASE
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Data driven insights



Sometimes, even the most modern fleet cars and vans breakdown and this is where recovery services for fleets come into their own – and often bigger is better. Organisations such as the RAC do so much more than repair and recover your fleet at the roadside... they can also offer vehicle inspections, fleet tracking and vehicle insurance, providing extra peace of mind for fleets.

- ▶ If you run a large fleet, it's important that the coverage provided by your breakdown service matches the scale of your operations, as breakdowns can obviously happen anywhere, and at any time. So, be sure you're aware of your provider's terms of service so you can avoid having to make a late night call from the middle of nowhere and not get the service you expected.

- ▶ The biggest providers will promote their roadside fix rates and average response times, so if you're looking at smaller providers, it is a good idea to do some analysis of what they're able to offer in comparison. But even if you run a smaller fleet, having a large well-established provider ensures reliability, and opens up the possibility of a range of related products and services such as vehicle inspections, accident management and grey fleet services, from the same trusted brand.

- ▶ Make sure you get what you pay for in the first instance, as most new vehicles now come with between one and three years' complimentary breakdown cover as part of the manufacturer's warranty. Often these are services delivered in partnership with a well-known brand or provider.

- ▶ Once your new vehicle comes off the complimentary cover offered by the manufacturer, be sure to check you get the same level of cover when it's under your company policy. You may have breakdown cover with the same provider as the manufacturer for its warranty, but that doesn't mean you'll necessarily get the same level of service.

- ▶ Before taking on any service provider it's important to take some time to ensure what is being offered fully meets your needs and requirements. While things like response times and network coverage will be top of the list, you should also check closely for add-ons such as onward travel options in the event the vehicle cannot be fixed. For instance does the provider make it clear what the process is for getting your employee home if they can't fix the car at roadside?
- ▶ If your fleet has any need to drive abroad then make sure you get the level of European Breakdown cover you require, don't assume your provider will have it covered. Level of cover can vary between providers so again, check the detail, as a recovery from Europe without cover in place will be expensive.
- ▶ So-called 'grey fleets' have become increasingly more common and can provide real benefits to the employee who prefers to use their own vehicle. However, it can be a challenge for the fleet manager as you cannot guarantee the quality of the vehicle. They are likely to be older and as a result more prone to breakdown. Employees may also assume they will be covered under a company policy for breakdown, so it's important to be clear on what grey fleet drivers are covered for, if at all.
- ▶ Finally, it's important to look at what's being offered in terms of how your fleet is developing and where you will be three, five or 10 years from now. Are you able to 'future proof' your fleet and ensure the breakdown provider has the expertise and depth of knowledge to respond to the challenges ahead?



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or visit **rac.co.uk/business**





Contract Hire, Finance & Leasing are often the best solutions for fleets as they help alleviate the financial burden of an up-front investment or depreciation. Long-term loan agreements ensure fleets are able to run the right vehicle for the right job at the right time. In addition, operators can benefit from the fleet expertise of leading funding providers who have a range of financial options – including fleet management services – to suit their business needs. Here is some helpful funding advice...

▶ **Choosing suppliers**

Choosing the right supplier involves much more than scanning price lists. Ideally choice should depend on a wide range of factors such as value for money, quality, reliability and service. How you weigh up the importance of the different factors will obviously depend on business priorities, operational objectives and overall business strategy.

▶ **A word of caution**

When tendering, remember it's a 'snapshot in time' and over time the supplier's range of products and services may change. It can be dangerous to base supplier selection solely on a tender response with price the arbiter. Prequalification meetings can help, allowing you to 'get under the skin' of the supplier to find out if they are a good fit for your business.

▶ **Future flexibility**

With contracts typically 3-5 years what is bought today needs to flex for the future. A supplier who demonstrates knowledge of the latest legislation, taxation and marketplace developments will help ensure that a decision you make today is also the right one for your fleet longer term.

► Beware the cookie-cutter!

As every business is different, when sourcing a supplier beware of the companies that apply a “cookie-cutter” or “one-size fits all” approach to your fleet management and funding needs. Instead look for suppliers who will be ready to offer flexible solutions tailored to your organisation and who make sourcing the right vehicle their primary focus.

► Whole life costs

Vehicle whole life costs are one of the least-considered but most important factors when it comes to selecting vehicles for a fleet policy. It may seem simple but having a fleet supplier that provides information that takes into account all aspects of running a vehicle, including tax, maintenance, fuel and insurance means that a fleet manager can take a look at two models with an identical list price but be able to choose the one that is most cost effective for their fleet over the vehicle's life.

► With over 30 years experience in fleet management and delivering vehicle conversions, Venson are proud to have worked with organisations across all sectors. Our customers, many of whom are household names, choose a mix of services that best suit their requirements. Some contract out specific aspects of their fleet such as maintenance/servicing and duty of care whilst others look to us to manage their complete fleet process from vehicle funding and procurement to vehicle conversion and end of contract vehicle disposal. All services are delivered through our own operations with a focus on providing high quality service and tangible business benefits to its clients.

For more helpful tips when procuring fleet and choosing the right provider email sales@venson.com to request our white paper, Procuring Fleet: Buyer Beware.

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To manage any medium to large-sized national or international fleet, it is important to keep all the fleet data up to date and accessible. An excellent data basis is key to making the best fleet decisions and reduce cost. Data could come from suppliers such as the leasing company, plus personal information on drivers. Finally, there could even be data from drivers on the process of returning a car.

- ▶ **Define your goals:** Clearly identify your goals at the outset. What are you looking to achieve? This could be a mixture of Cost Reduction, Risk Reduction & Improved Efficiency.
- ▶ **Design your system:** Working with the telematics supplier, you should decide the best way to implement your scheme and the level and type of data you want to identify.
- ▶ **Talk to your insurers:** Evidence that you are taking steps to monitor driving behaviours and introduce safer driving practices.
- ▶ **Communicate with your drivers:** Involve your employee groups as early as possible and explain why you are introducing your policies. often it is to help protect them on the roads.
- ▶ **Create reasonable policies:** Formally picking up every single overspeed with a driver will create friction not to mention the administration for you. Concentrate on your goals and start with the worst behaviours.
- ▶ **Baseline your performance:** Do this at the start and then on an ongoing basis. This will help you track and prove the value of your investment.
- ▶ **Use exception reporting:** Telematics must be practical for your organisation. Vast amounts of raw data will be produced, so it is key to design your system to ignore all but the most important data required.

- ▶ **Follow-up on the data:** Whilst you may see an initial improvement just from implementing a policy, drivers will soon recognise this and revert to old habits.
- ▶ **Reward good behaviour:** Rewarding good driver performance and improved performance can be just as effective as punishing bad behaviour.
- ▶ **Preventative maintenance:** Proactively booking in your vehicles for service or receiving early warnings alerts on your vehicles could allow a part to be replaced before it goes wrong, thus preventing serious damage to the engine.
- ▶ **Vehicle utilisation:** How many vehicles do you need and how often are they being used? Review your fleet usage to ensure your vehicle deployment is correct.
- ▶ **Fuel usage monitoring:** Identifying inefficient driving practices, such as drivers idling or frequently accelerate and decelerate harshly can make a huge difference.
- ▶ **Driver safety:** By monitoring driver behaviour, telematics systems when used correctly can help you educate and improve drivers or even give you a priority list for classroom or in-cab driver training.
- ▶ **Vehicle selection:** Evaluate your vehicles for appropriateness to your needs. Continuous monitoring will help to pinpoint the most cost-effective vehicles for each individual and working role.
- ▶ **Continuous improvement:** Don't settle when you achieve your initial objectives, adopt a continuous improvement methodology to fleet improvement, the technology will help you re-evaluate the goalposts.



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Driver Training is an integral part of a fleet risk management programme. The ideal outcome, through training, is to reduce or eliminate risks encountered by fleet drivers. This training should also see a reduction in fleet costs by improving fuel economy, plus reducing accidents and even insurance premiums. In essence, creating an easily implementable culture of safer driving within an organisation.

- ▶ Businesses must understand their Duty of Care to drivers as much as any other employee in the organisation. The Health & Safety Executive provide some core guidance on the importance of managing your fleet.
www.hse.gov.uk/workplacetransport/drivingforwork.htm
- ▶ The Health & Safety at Work Act indicates that employers have a responsibility to ensure so far as reasonably practicable the health and safety of their employees and others who may be affected by their work activities. This includes the activity of driving on public roads.
- ▶ It is always advisable to conduct a Fleet Risk Audit or survey to establish current practices and areas where there is opportunity to initiative a policy and approach, or areas where there is room for significant improvement and to work towards best practice and continuous improvement.
- ▶ DriveTech recommend that as part of your commitment to drivers that you have a clear Driver Safety Policy that is published and clearly communicated to all drivers driving for or on business. We can help with this.
- ▶ Ensuring your drivers are legal to drive (and in the correct vehicle categories!) is a fundamental starting point, which then leads onto understanding and measuring their safety and behaviours on road.
- ▶ At the start of employment in a driving capacity, and throughout their driving career, ensure regular assessments and relevant training interventions are part of the programme – continual learning and continuous reminders of good safe driving practice are important to move back regularly to front of mind. Start at new staff inductions!

- ▶ A sensible combination of online driving assessment, online learning , and on-road driver training interventions for those judged as higher risk drivers is our normal recommended strategy.
- ▶ Use C.O.A.S.T.! Concentration, Observation, Anticipation, Space and Time – this forms an important part of our DriveTech driver training – explaining the importance of each to safe driving good practice.
- ▶ Ensure your drivers are legal to drive. Its recommended that you recheck your drivers' licences at least every 3 years but many businesses choose to do this more frequently, especially with higher risk drivers or drivers with higher points totals on their licence.
- ▶ Consider a permit to drive programme which only staff that have their licence checked and gone through driver training can drive on behalf of the company.
- ▶ Grey Fleet – ensure all grey fleet drivers have had their licence checked and have the relevant insurance cover. Check out the DriveTech whitepaper on Grey fleet on our website.
- ▶ Provide your line managers with the relevant training to manage work-related road safety programme as part of their health and safety responsibilities.
- ▶ Provide specialised training courses for drivers of specific types of vehicles, such as off-road training – DriveTech do this!
- ▶ If your company uses telematics, this can provide an accurate picture of how your employees are driving and what training interventions are required – we can use telematics data to help inform and improve individual driver training interventions
- ▶ Check out the drivetech.co.uk website – we have driving tips & advisories, whitepapers and a whole host of other useful information to help you manage your drivers and their exposure to risk on-road. And contact us to see if we can help you?

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This goes against the grain. After all, Bynx sells a software solution with modules designed for fleet and mobility management, but fleet operators – especially SME and medium-sized businesses – should not invest in fleet software. Why?

Because managing the fleet is not a fleet operator's core business. Sweating the asset, alongside providing transport and mobility for their goods and services, is. It's more cost-effective for fleet operators to outsource aspects of the business that don't generate revenue. In a mature market, such as fleet, fleet management tools should be provided as a service from the supply chain. This includes leasing companies and mobility providers for whom doing so is a way to differentiate their core offering.

Fleet customers should be able to rely on the supply chain for this turnkey service, including the provision of digital/self-service tools that fleet operators and their drivers can utilise.

- ▶ Don't invest in your own fleet and mobility management software system – no matter how basic.
- ▶ Choose wisely – select suppliers that provide a consultative approach.
- ▶ Choose Mobility partners with tools and applications that will help you deliver a better experience to your customers.
- ▶ Select supply partners that have strengths in the elements of your role you're least familiar with such as cost control, environmental issues, compliance and the like.
- ▶ When choosing a Mobility partner, look for a supplier that can provide a single tool for managing the whole supply chain.

- ▶ Under no circumstances try and manage your fleet using spreadsheets or paper.
- ▶ Choose Mobility partners that have robust data and reporting structures.
- ▶ Auditing – ask suppliers to demonstrate how they handle this complex but crucial area of fleet and mobility management.
- ▶ Any software tools provided by your Mobility partner should be supported by mobile apps. This allows real-time, paperless data capture for recording elements such as vehicle checks.
- ▶ Be clear about what you're looking for, your expectations and level of support you want and be sure your suppliers are clear too.
- ▶ Clearly document defined SLAs (service level agreements) in support of tip 10 (above).
- ▶ Risk and Security – be clear who's responsible for what; who owns data and who's at the helm of data compliance.
- ▶ Relationships – building good relationships with suppliers helps them support you and your business goals.
- ▶ Plan for contingencies – things can go wrong, that's a given. Planning in advance, together with your suppliers, makes things easier for everyone.
- ▶ The future – help your suppliers make their product and services better. Work with them on product and service improvements. You'll reap the benefits of a better product too.

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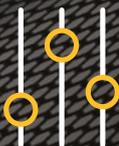
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Whether diesel, petrol or hybrid, like it or not, every vehicle in your fleet will need fuelling at some point. Even though oil prices have stayed relatively low of late, fuel is still a major part of fleet expenditure. This means it needs careful, effective management to reduce costs and improve efficiency. However, fuel management is much more than working out where to fill up, it also includes how you pay for fuel, the data you analyse when you refuel and how your drivers drive.

▶ **Don't brake too hard – momentum rather than acceleration**

Fuel, as you know, converts into energy to power your car. Breaking hard, or at the last moment, will cause the kinetic energy you were creating up to that moment to be lost as heat and sound energy instead. It's better to slow down gradually, meaning you are not using fuel to maintain a certain speed to the last moment, and losing less energy overall.

▶ **Revs down, gears high and turn your engine off**

Revvng your engine makes it work harder, causing it to need more energy – and more fuel – than if you were driving at a consistent rate. This could even end up damaging your engine as you put pressure on it. By working your way up gently through your gears, you can improve fuel economy. So, keeping your vehicle in the highest gear possible for your speed will use less fuel. Idling also uses a lot of fuel, so engage stop/start system technology when possible.

▶ **Check your tyres**

Under-inflated tyres increase resistance against the road as more surface area touches, wasting fuel and compromising the safety of your vehicles. Encouraging your drivers to regularly check their tyre pressure will make their journeys safer and more economical.

▶ Watch your speed

Harsh acceleration and excess speed will waste fuel, stress the engine and could cause accidents as it'll take you longer to brake. Keep an eye on speed limits and try to feather the throttle rather than consistently keeping your foot on the gas.

▶ Chose the right vehicles – and maintain them

The latest WLTP testing figures are intended to provide more accurate real-world fuel economy figures, so use these as your reference point when choosing vehicles. Plus, the MPG Marathon economy driving event often showcase the most economical vehicles in the fleet sector. With the vehicles you have already, make sure you service them regularly to ensure they are running at peak efficiency.

▶ Monitor fuel pricing...

...And let your drivers know you are doing it. The Department of Transport estimates that you can save over 5% of your spend when drivers know fuel prices are being monitored.

▶ Get a fuel card!

Have you got a fuel card? If not, why not? Allstar One gives you access to the vast majority of the UK's refuelling network. It can help you ease your admin with all your transactions combining into one HMRC-compliant invoice. Plus, with 24/7 online account access you gain full visibility over your fleet's fuel spend. You also have the ability to benefit from additional services like tracking and separating out personal and business mileage with Business Mileage Monitor or breakdown cover from the AA.

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Sourcing the right insurance policies to meet your needs is fundamental to managing a fleet's running costs. Putting a tailored package in place that ticks all the right boxes on criteria is important, but there is also a raft of additional measures you can take. Whether you're running a haulage business or a courier company, support from a fleet insurance specialist is a real advantage. Here are 8 tips to help you reduce costs and increase your fleet's efficiency.

▶ Meeting the needs of the business

Many businesses miss a trick by spending more time concentrating on getting a cheaper price on insurance, than presenting a good case for their business based on reduced risk and meeting the needs of the business. A specialist fleet insurance broker will be able to recommend the right policies, based on a full understanding of your business's requirements.

▶ Changing driver culture

A culture that focuses on reducing accident frequency can help to keep insurance costs down. Driver safety and positive changes in behaviour towards driving, through regular training and communications can help drivers be better prepared for challenging road conditions and situations.

▶ Keep your fleet secure

Security is an important factor in managing risk. CCTV cameras in parking compounds, dash cams and tracking devices will help to protect your vehicles, property and goods, and in cases of fraudulent claims by third parties – your drivers.

▶ **Analyse driver data**

The use of telematics can monitor driver performance and look to improve harsh braking, acceleration, cornering, lane changing and excessive speed. Those companies that take the time to analyse driver data and act on its findings will reap the rewards when it comes to reducing premiums.

▶ **Minimise vehicle downtime**

Swift and accurate claim reporting can greatly influence costs. By following responsible and efficient accident claims procedures you can reduce the time it takes for an insurer to process a claim. Vehicle downtime is minimised and so are costs.

▶ **Think about the sustainability of your fleet**

Most cost-saving strategies for fleet management are directly linked to sustainability as CO₂ output relates to the amount of fuel that is burnt, therefore businesses that implement carbon limits and targets are more likely to save significant costs. Fleet vehicle insurance costs can be reduced when sustainability and driver safety practices are implemented on a daily basis.

▶ **Don't forget to manage third parties**

Failure to manage third parties can cause third party claims to skyrocket and these costs will be passed on in the form of higher premiums for your fleet vehicle insurance. When your driver is at fault it is important to seek to manage both the repair time on the third party vehicle and provision of courtesy car. If fleet operators want lower premiums, they need to be confident that their insurer has a system in place to manage any third-party claims.

▶ **Select the right drivers**

Effective recruitment processes can protect your company from selecting the wrong type of drivers. 33% of all large motor vehicle insurance claims involve drivers employed for less than 12 months, so finding out about medical conditions, attitudes to driving, violations and accident history before you hire, will help to minimise risk.

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Making sure employees have valid driving licences is vital for fleet compliance. Therefore, regular checks should also be a key part of any health and safety policy where there is a need for employees to drive on company business – this is particularly helpful for grey fleet management. Real-time driving licence checking makes the process simple and reduces administration, while online risk assessment also helps highlight drivers who pose the biggest risk to your organisation.

▶ **Write a driving at work policy**

A driving at work policy sets out the standard of behaviour that you expect of your employees and outlines their responsibilities for things such as vehicle maintenance, obeying traffic laws and driving whilst using a mobile phone/sat nav.

▶ **Check your employee's licences**

(or better still, partner with a third-party provider to check for you)

It is estimated that up to 25,000 business drivers aren't licensed correctly which is likely to invalidate insurance policies. Ensure you have a robust licence checking process in place.

▶ **Remember GDPR and gain permission**

You must gain permission to access a driver record so choose a software partner that can manage the permission process. Having the facility to archive and delete drivers will also help you to remain GDPR compliant.

▶ **Set up dynamic checks – no two drivers are the same**

Rules and guidelines are great, but it's also important to flex the checking parameters. Consider how often you will check your drivers (we advise a minimum of 2 checks per year) and how you manage the drivers with more penalty points, for example, more frequent checks.

▶ **Don't always wait for the next scheduled check**

Overheard something that suggests a driver may have been speeding or driving irresponsibly? Don't wait for the next scheduled check – check again now.

▶ **All miles count**

Many employees get overlooked due to infrequent and short distances driven. If an employee is driving for work purposes then the employer has a legal obligation to ensure the driver is eligible to drive (and the vehicle is also fit for purpose).

▶ **Don't forget your grey fleet**

Private motor insurance normally only covers the driver to commute to and from their main place of work. If any of your employees are required to drive their own cars on company business, they will usually require specific business insurance.

▶ **Gain a clearer picture of risk**

By identifying high-risk drivers using an online risk assessment, you can begin to manage your risk more effectively. Consider offering additional support and training to high risk drivers (rather than across the board) to help prevent future accidents.

▶ **Regular eye checks**

If a driver fails a roadside eye test then the driving licence may be immediately revoked. Employers should therefore look to implement a comprehensive eye care policy and ensure drivers have regular eye tests.

▶ **Choose your partners wisely**

As technology advances, so does the insight available. A fleet manager that remains static, or who continues to work with software providers that don't have the capability to innovate will run the risk of having a tired, outdated fleet. Partner with a software provider that is agile enough to adapt to changing customer needs and who can offer the very latest innovations.

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As the number of ways companies move their staff around increases, Mobility has become the way of joining up these different modes of travel. This could include corporate car sharing, car pooling and even daily rental – all booked via smart apps or online tools. Read on to get the most out of fleet mobility...

- ▶ Think outside the box – from personal car ownership (grey fleet), public transport, company fleet, rental, car-pooling, car club or taxi. A combination of all the mobility options available is likely to give a business more flexibility as a whole – and save cost!
- ▶ Take a holistic approach to point to point travel, accessing all transport services from one platform including the integration of taxi or chauffeur services, public transport and car usage by the hour, the day or the week. Not only does this provide vital insight in terms of cost but it also ensures optimum productivity.
- ▶ Build a comprehensive overview of an organisation's transport requirements – consider patterns of behaviour as a whole to ensure the optimal solution is being deployed.

- ▶ Look at mobility needs across every application – from general day to day business travel to accident related, breakdown, pre-contract, etc in order to identify the right mix of solutions to meet the organisation's financial and sustainability objectives.
- ▶ Try to keep the number of suppliers to the minimum – and find a way to consolidate the information coming from all suppliers to provide insight into one place.
- ▶ Focus on journey optimisation. Determine the right mobility solution for each journey.
- ▶ Think electric. Whilst it might not be the solution across all an organisation's fleet needs, there is definitely a place for electric vehicles for urban motoring needs. But rather than committing to long-term ownership, tap into a local electric car club.
- ▶ Create inclusivity. A car pool that employees can access for the working week can be converted into a car club for personal use at weekends.
- ▶ Consider 'handing back' vehicle responsibility to employees. Grey fleet can be the bane of fleet managers' lives but the advantage is it removes cost from the balance sheet.
- ▶ To get the best of both worlds, create a scheme that gives staff access to new vehicles that they can personally rent over a longer-term period – from 6 months onwards. The employee has access to 'no hassle' car usage at a known cost – and without being penalised under the Benefit in Kind rules. And the employer has certainty about vehicle reliability, etc.
- ▶ Don't forget duty of care responsibilities. Find an integrated solution that builds driving licence and insurance checks into grey fleet usage.
- ▶ Think about moving away from the traditional 'company car' approach to an employee mobility model. Make use of mid-term (28 days plus) and long-term (3 months plus) solutions, for a flexible alternative to outright vehicle purchase or 3-4 year lease deals.



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Fleet management software is widely used to provide the framework by which modern-day fleet demands can be met. Software can increase fleet efficiency in many different areas, from licence checking that ensures legal compliance, through to sophisticated risk, fleet and fuel management solutions. Here are some tips to help choose the right software provider for your company vehicles.

- ▶ **Ensure software is future proof:** The fleet industry is continually evolving and so should fleet software. A fleet operators chosen software provider must be able to deliver a highly sophisticated, modern, online system, and be fully focused on continuous product development and functionality improvements. For example as a certified Microsoft GOLD® development partner, Jaama use the latest technology to provide its world-wide customer base with cost control, improved integration, operational & administrative efficiencies, the tools to ensure legislative compliance & simplified management reporting.
- ▶ **Develop a partnership:** Acquiring a fleet management software system is not like buying a tin of beans off a supermarket shelf. Fleet decision-makers and their colleagues must feel comfortable forming a long-term business partnership with their chosen supplier to maximise operating efficiencies and support.
- ▶ **Acquire customer testimonials:** Do not buy a software system in the hope that it might do the job. Contact existing users of your preferred system; talk to them about the benefits and go to their offices to see the system operating in a real world environment.
- ▶ **Don't fall in to the bespoke trap:** Select a standard software system that can accommodate upgrades and new functionality from your chosen provider. If special fleet requirements must be met, your technology partner should be able to develop suitable modules to be added to the system.
- ▶ **Bear in mind future business requirements:** Try to anticipate the long-term requirements of your software system and do not simply focus on today's driver and vehicle allocations. Just as technology evolves so do organisations, thus selecting the 'right' fleet management system capable of reflecting future strategic change is critical.

- ▶ **Establish key objectives before ‘bells and whistles’:** Establish the business objectives that you want to achieve with your chosen fleet management system. Too often decision-makers are wowed by the ‘bells and whistles’ offered by the technology without consideration as to whether key objectives are met.
- ▶ **Keep an open-mind:** In establishing your immediate business objectives keep an open-mind as to how additional modules in the system - and future developments - may further improve hire operations and administration. A good example is self service and cost centre management. Ask to see the software providers product road map to ensure they work closely with their customers and industry organisations to ensure future legislative changes are scheduled.
- ▶ **Management information access and integration:** Entering data into a fleet management software system is one thing, but accessing it effectively and efficiently is a different matter. Therefore, ensure that a system has a good report writer and interactive customisable dashboard that enables data to be swiftly obtained for analysis and comprehensive report compilation for management.
 Ensure that if required, your chosen supplier has data feeds in and out of the system e.g. to HMRC for p11D, p46 and ‘Making Tax Digital, to the DVLA for instant driver licence checking and the DVSA for Eraned Recognition as well as fuel card imports, mobile app integration etc.
- ▶ **Supplier experience:** Investigate the reputation and experience of your chosen fleet management software supplier. Analyse their existing customer portfolio and talk to existing system users; read case studies and press comment; and check if the company has won industry awards, independent recognition and are members and active partners of industry organisations.
- ▶ **Supplier viability:** Select a software partner that is fully focused on fleet management system development, supply and aftersales support and is not a ‘bit part’ provider. Additionally, investigate the long-term viability of your preferred partner to enable tomorrow’s needs to be met.

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Fleet managers seeking detailed information on the location, status and efficiency of their vehicles can benefit from an increasingly sophisticated range of telematics-based services, with real-time information being available to fleets 24/7. Rapidly evolving systems now provide secure, measurable data – everything from vehicle collisions to in-vehicle driver coaching – to optimise fleet operations.

- ▶ Consider the implementation of electric vehicles: Organisations looking to significantly reduce emissions and fuel usage can do so with electric vehicles. Geotab's recent study of UK fleet managers of over 25 vehicles, found that 89% of UK fleets plan to go electric before 2030 and less than 2% claim there are no benefits to electrifying their fleets. Despite this, there are still numerous barriers standing in the way of businesses adopting fully electric fleets, with high vehicle costs, long charging times and the low distance range of today's vehicles leading the way. It's important that OEMs, government leaders, telematics companies, and fleet managers come together to make this a viable option as soon as possible.
- ▶ Don't discount data during decision making: It's important to note that analysing the many data points collected through fleet telematics systems, along with data from internal company systems or supplier data, can enable fleet managers to make better decisions in the long run and become more operationally efficient.
- ▶ Get ready for the 'smart city': Over the past few years, urban population growth has continued to outpace rural communities, and cities across the globe have continued to expand unlike ever before. As it stands, the United Nations now estimates that over 50% of the world's population lives in cities. As a result of this shift, it's important that city insights – including smart telematics data – are to be used in a smarter way, including opportunities to improve road conditions, increase sustainability, support electric vehicle uptake, predict traffic patterns, identify dangerous roadways and intersections.

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Measuring Total Cost of Ownership (TCO) is among the most important tools in a fleet manager's armoury. That's no surprise to seasoned industry professionals, but the devil is in the detail. Used effectively, not only can it allow fleet managers to calculate the cost of their vehicles over a set period of time, it can also help identify where savings can be made.

From purchase price, maintenance and insurance costs to fuel, repairs and disposal, all direct and indirect costs should be investigated. Seemingly small differences can quickly add up over three or five years, especially when applied across a large fleet – the SEAT online TCO calculator is your friend in this case. The tips below can help decision-makers avoid common pitfalls and capitalise on potential savings.

▶ Assess the market before buying the car

Fleet managers should evaluate the market before purchasing, identifying models which depreciate less over time. If the vehicle is over supplied or if a brand or model isn't attractive in the used market then the forecasted depreciation can be higher, and therefore total cost will also rise.

▶ Know what options and colours to choose

Some leasing companies may forecast a lower residual value for cars with unusual colours. Conversely cars in a desirable colour can have an RV benefit if the car has metallic paint added. Similarly leasing companies may not apply a residual value uplift when certain options are selected.

SEAT's easymove takes away both pain points. Metallic paint is included in the price on every vehicle, and all options are standard meaning the residual value benefit is often realised.

▶ Buy or lease fuel efficient cars

Fuel efficient cars will dramatically reduce fleet costs – that’s a no brainer. Look out for vehicles with cutting edge automatic transmissions, these are often more efficient than manuals. Coupled with features such as adaptive cruise control and cylinder deactivation, MPG can be improved dramatically.

On top of that, modern 1.0-litre petrol engines – such as the unit inside the SEAT Ateca 1.0 TSI SE Technology – are powerful and efficient, the perfect companion for today’s business drivers.

▶ Be aware of SMR (Service, Maintenance & Repair) and Insurance Costs

Most SEAT vehicles now come with rear parking sensors and front assist as standard. These technologies can help minimise maintenance and repair costs and reduce insurance premiums. Vehicles with parking sensors can reduce the number of bumps and scrapes, while features like Front Assist can reduce accidents by up to 25% according to Thatcham. This could be a life-saver while also reducing time off the road and costs.

Watch out for servicing cycles, too. Some vehicles with the latest engine technology also reduce the frequency of servicing, keeping cars on the road for longer without requiring attention.

▶ Avoid damage recharges or lower resale prices

If you are leasing vehicles, damage recharges can be a costly element of running a fleet. If you are buying outright, a strong resale value of the car becomes equally important when it comes to keeping costs down. In both cases fleet managers should advise drivers to refrain from eating, drinking and especially smoking in the car. This prevents stains, smells and the build-up of dirt which can make it hard to clean prior to remarketing the vehicle.

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Figures shown are for comparability purposes; only compare fuel consumption and CO₂ figures with other cars tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load. *There is a new test used for fuel consumption and CO₂ figures. The CO₂ figures shown, however, are based on the outgoing test cycle and will be used to calculate vehicle tax on first registration.