



## Case Study

### Full Outsourced Management

*This case study concerns the fully outsourced fleet management service we provided to a growing global business, domestic security products and servicing company.*

*It's fleet was made up of 1184 x SWB Vans, 164 x LWB Vans with cherry picker, 600 x job need cars and 204 company cars.*

### Client Objectives

Our client, a global provider of fire and security alarms, had completed a merger to become the biggest business in its sector. Total Motion was appointed to reduce the company's fleet resource and spend and to increase its visibility.

To ensure a smooth transition, under TUPE, we took on the company's four fleet department employees on six-month contracts. This was vital to keeping the fleet operating until we could apply our own fleet management expertise, and it also gave the client an instant saving.

### Solution

We quickly identified several areas where internal failures had resulted in out of control spend. Working in partnership with the client, we agreed which areas can be improved the quickest and with maximum benefit. By implementing our 9,000+ Total Motion-approved network with agreed parts and labour rate, our client saw savings of 22% in the first six months.

This action also led to a downtime reduction of more than five days on average, while the daily hire spend plummeted to an all-time low, even with an ageing fleet. We measured this saving as £7,500 per month, which we believe is a conservative figure.

### Process

During the implementation, we discovered that more than 70 of the fleet's vehicles were out of MOT and 27 vehicles were missing. Within eight weeks of Total Motion getting involved, 62 had a valid MOT. As the remaining vehicles were missing, it was decided to declare them SORN. Working jointly with the client's operations team we located all vehicles, which were then made compliant.

Now with a pool fleet which could support the main fleet, our client achieved a further 18% reduction in hire spend. Our thorough and controlled pool management scheme allowed vehicles to be booked and delivered within 24 hours, with all departments benefitting from our full management service covering everything from HR to operations to finance. The company's vehicles are now correctly cost coded and visibility has never been better.

Once these urgent HR, cost-saving and efficiency issues had been resolved, we then began the process of replacing the fleet. This was a significant task, with our cost analysis identifying 1,600 vehicles that were well overdue for replacement. Using our Order portal, drivers were able to log in and select their vehicle, confirm their BIK and track the status of their order. Managers of the van drivers were able to order batches of vans with required racking solutions in just several clicks – making it a hugely successful, paperless, end to end process.

### Contract Targets

- 1 Remove the need for a fleet department employing 4 people.
- 2 Reduce SMR spend by at least 20%.
- 3 Increase fleet utilisation and reduce hire spend.
- 4 Replace 60% of the fleet in 12 months.
- 5 Produce driver and vehicle league tables for use by management.