



FSGB Garage Network

Making Service Personal



The FSGB Garage Network is a nationwide network of independent garages providing a value for money range of vehicle supporting services.

The experienced Fleet Service GB team has long recognised working in partnership with specialist independent garages can deliver a high-value service, without compromising quality or safety.

► National coverage

The ever-expanding network of approved independent FSGB Garage Network garages covers the UK mainland allowing the delivery of FSGB services wherever vehicles are located.

► Competence and capability

With a continual emphasis on training supported by trade organisation bodies, such as the RMI and the IMI, partnership garages are required to show, as part of a compliance agreement, qualifications and skill sets of all persons employed to work on vehicles. As specific job bookings are placed with garages, the process ensures the right person with the right qualifications, working within the garage, is allocated to carry out the work.

► Quality

Partnership garages, as part of their 'fair trade charter commitment', fully guarantee all work authorised to be carried out. This ensures only genuine or matching quality parts are used and any service, maintenance or repair is carried out strictly in accordance with the manufacturer's specifications and requirements. At no time is quality or safety compromised. Manufacturer's vehicle warranties are protected as part of the guarantee.

► Services

All partnership garages can provide a range of services to support the delivery of FSGB services. The fully integrated aspect of the FSGB programmes ensures a quick and efficient selection of a garage to provide the service. Jobs are allocated electronically, tracked centrally, and linked online to a fully integrated documentation process.

► Eyes and Ears

As the 'service provider' element for the FSGB family of services, partnership garages will assess and evaluate the condition of vehicles as an inclusive part of other work activity. An online vehicle inspection, supported by images, will be carried out by the garage. This information becomes an essential component of the **FSGB Driver Management** management process, influencing individuals **Live Driver Score**.



► Management information

Each FSGB Garage Partner receives a job instruction electronically, via the **Achieve Software Hub**. The **Achieve Software Hub** not only allows the garage to transact, and communicate directly with FSGB but gives the customer a real-time window as to what is happening with their vehicle.

► Technology – Connected and Autonomous vehicles

Fleet Service GB is mindful of the rapidly changing industry landscape influenced by the introduction of Connected and Autonomous vehicles.

Fleet Service GB is actively involved with recognised industry bodies* which continuously evaluate the technology challenges. Advice, help and support is available to all FSGB Garage Network independent garages to ensure they can meet the demand of these developing technologies.

* Institute of the Motor Industry (IMI).

* The independent garage association which is part of The Retail Motor Industry federation (RMI).

► Benefits

- A 24/7 support centre
- All work authorised before commencement
- **National Price Promise** rates applied to relevant service maintenance and repair
- Self-billing process – eliminating queries and invoice upselling opportunities
- Guaranteed quality of service
- Fully integrated as part of the FSGB family of services

The Supplier App



As part of our 'Integrated Technology' strategy our Supplier App is available for use on Android and Apple devices providing a real-time communication between the supplier and the Fleet Service GB Support Team.

Find out more: fleetservicegb.co.uk/services/garage-network



Visit our website to find out more on how FSGB Garage Network can benefit your company.



FSGB Driver Management

A fully integrated driver support and development programme, to find out more visit: fleetservicegb.co.uk/driver-management/

“ Having worked with FSGB from the beginning, it has been a privilege to be part of the journey. What makes our relationship stand out is the genuine partnership we have in fulfilling the key objective; which is delivering sensational customer service to all our customers. ”

Tim Guidotti, Managing Director,
Ferdotti Motor Services Ltd

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Please note that in the interests of customer care, all telephone calls are recorded.

Every effort has been made to ensure the information contained herein was correct at the time of going to press. However Fleet Service GB reserves the right to make changes to any products, services and specifications in line with a policy of continual product improvement.

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