



 Fleet Service GB

# Pocket Guide to a Fully Integrated Range of Driver and Vehicle Management Services

Making service personal

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# Contents

- Welcome ..... 3
- Introducing Fleet Service GB ..... 4
- 24/7 Service Support ..... 5
- FSGB Fleet Management ..... 6
- FSGB Driver Management..... 7
- FSGB Accident Management ..... 8
- FSGB Maintenance Management ..... 9
- Integrated technology – Achieve .....10
- Achieve Driver App.....11
- FSGB Garage Network .....12
- FIAG .....13
- Summary .....14

# Welcome



As an industry experienced individual, I am privileged to be part of the Fleet Service GB team who consistently deliver an exceptional range of driver and vehicle management services.

The team see the continual challenges presented to the industry as opportunities to

develop solutions using innovative technology driven processes.

We pride ourselves on forming genuine partnerships with clients, identifying business objectives and then agreeing deliverable options.

This pocket guide will provide an insight into what we do as a company, and I welcome the opportunity of going into more detail in any area where there may be an interest.

I hope you find the contents of this pocket guide useful.

**Marcus Bray, Sales Director**





# Introducing Fleet Service GB

Fleet Service GB was formed in 2014 by a group of industry professionals, a number of whom have spent a lifetime in the driver and vehicle management industry. A significant differentiator is the co-ownership aspect of the business - which is an industry first - resulting in everyone within the team actively embracing personal responsibility - **making service personal**.

From the very beginning, the team decided that the company would be technology driven and that all services would be delivered in-house **with nothing being outsourced**. By joining together an award-winning fleet management team with an equally dedicated and experienced IT team, **Fleet Service GB can rightly claim that its innovative range of driver and vehicle management services are in every way industry leading**.

Nothing stands still in the fleet industry and to ensure that clients are not only supported on a daily basis, but advised on best practice management, FSGB partners with a group of professionals - Fleet Industry Advisory Group (FIAG) - regular workshops and steering groups are hosted where clients have an opportunity to exchange ideas, debate challenges and experience the benefits of being part of a genuine partnership.

The Fleet Service GB team is very clear about what it does. It is not a contract hire company, a broker or an industry intermediary. It is a fleet management company delivering a comprehensive range of driver and vehicle management services in genuine partnership with its clients.

# 24/7 Service Support

Making service personal is, for Fleet Service GB, a key industry differentiator. Drivers can access any of the services provided by either using the intuitive **Achieve Driver App** or calling the one telephone number - There is an immediate connection to a member of the Fleet Service GB support team.

Every app request is acknowledged and processed by a member of the service support team taking ownership and personally handling the process until completion.

Every telephone call is answered within 20 seconds with a human response (voice recorded).

**The 24/7 service support team demonstrates the delivery of exceptional customer service - the 24/7 support service never closes.**

“ An ability to collaborate and willingness to adapt is what makes Fleet Service GB unique in the industry. ”

Denise Hawkins, Fleet Manager

**Stannah**



“ An outstanding Partnership Success which continues to demonstrate that by working together with a common objective, excellent results can be achieved ”

Steve Mulvaney, Fleet Manager

 **Canal & River Trust**

# FSGB Fleet Management

Fleet Service GB delivers a comprehensive range of fleet management services through its dedicated Fleet Management division.

The team has a wealth of experience and expertise in all aspects of managing vehicle, driver and journey and works closely with clients to tailor a bespoke service, to meet operational and financial objectives.

All agreed services are delivered strictly in accordance with client parameters - by acting as an extension of the

client and being able to take ownership for each and every transaction, exceptional service levels are delivered.

Over time a good understanding of individual client and driver requirements established by the team all of which reinforces the trust element essential for the transparent working of a true partnership.



# FSGB Driver Management

All companies/organisations using vehicles, irrespective of how they are provided, for all work-related business, have a legal and moral responsibility to take effective action to manage work-related road safety in a structured and coherent fashion.

To support companies in this challenging area FSGB driver management is the one stop solution that covers all aspects of work-related road safety.

It is an interactive continuous driver learning programme which by its very structure will considerably enhance individual driving performance, reduce crashes and incidents, reduce all areas of related vehicle operating costs and importantly improve driver wellbeing and productivity.

The programme has 4 clear objectives to **engage** with drivers, **encourage** their involvement, **support** their activity and **improve** their overall driving performance.

The fully integrated capability of FSGB driver management supports a company's objective to comprehensively manage work-related road safety.



“ The true spirit of partnership exists; it is based on trust and shared values, and every month there are examples of how beneficial the partnership is.



Ben Lingwood, Head of Procurement and Supply Chain



“ A partnership Approach. Other companies tell me what I should be doing, Fleet Service GB help me do what I want to do and that is a very important and significant difference.



Richard Tredwin, Non-Executive Chairman





# FSGB Accident Management

As with all the FSGB services provided, the accident management support centre never closes. This allows a driver immediate access to the service response team at any time – day or night.

Any crash, collision, or incident can be incredibly stressful – the experienced professional team at FSGB provides all necessary support to drivers ensuring that all aspects are sympathetically and professionally dealt with.

Where possible drivers are asked to use their app to capture images for any incident – this forms part of a thorough capture of all relevant data – this data is then processed and where required, used with third parties to support any investigation or necessary process.

Full reporting is dynamically available for clients to view using the **Achieve Software Hub**.



# FSGB Maintenance Management

It is a fact that well maintained vehicles improve a fleets efficiency and effectiveness. The team at Fleet Service GB have considerable experience (gained over many years) working with clients to ensure that every vehicles maintenance requirement is comprehensively managed.

Clients and drivers need assurance that support and help is always available. The unique 24/7 support service availability, linked to a national network of partnership garages provide an unrivalled level of service delivered on a consistent basis.

The provision of a **National Price Promise** maintenance programme supports compliance with health and safety requirements, warranty conditions and operational and financial needs.

Clients can access on a 24/7 basis a full range of management reports covering vehicle and driver performance – all of this is available through the **Achieve Software Hub** using bespoke configurable dashboards.



“ The professional expertise provided by the team at Fleet Service GB is outstanding. No matter what challenges fleet presents, I know that the support available will enable us to find the right solutions. ”

Matt Smith, HR Director

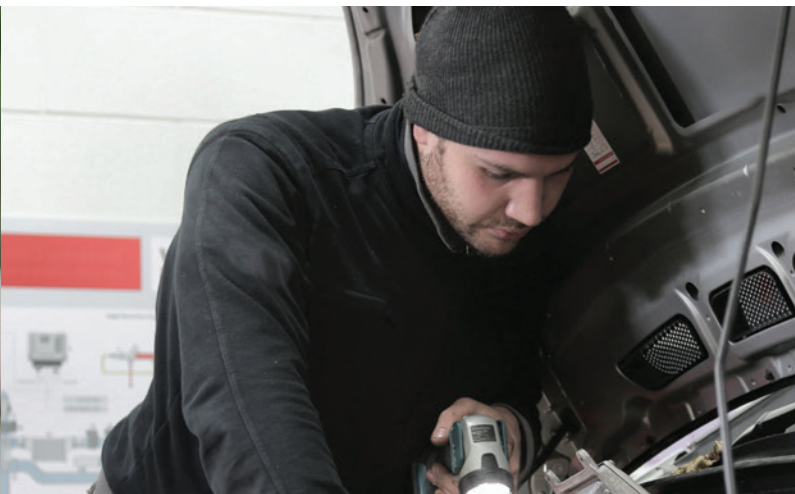
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“ Working with FSGB embraces a genuine commitment to partnership where results continue to prove their worth in all areas, particularly HR. ”

Diane Daruk, Director of Reward & HRIS & International

Holland & Barrett

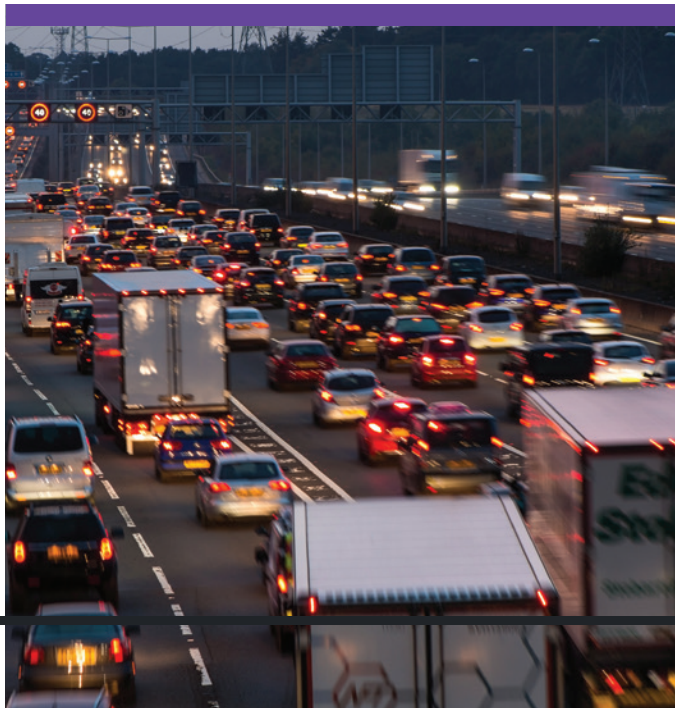
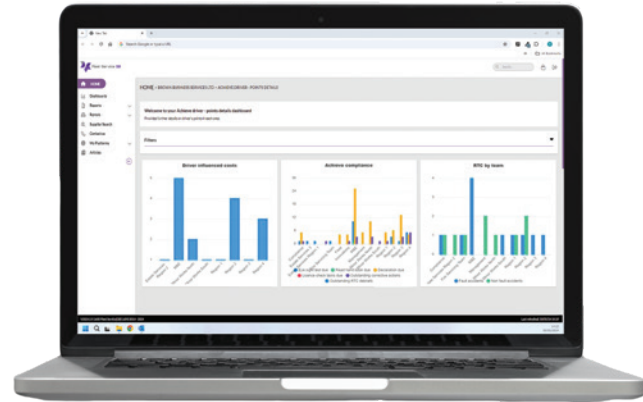


# Integrated technology – Achieve

By starting with a clean sheet of paper the experienced Fleet Service GB team had the luxury of being able to develop bespoke, fully integrated, fleet management software without the 'drag' of an ageing legacy system.

Fleet Service GB's development team embrace agile solutions that incorporate innovative thinking and tomorrow's solutions for today's challenges. Everything is developed and supported in-house with enhancements and upgrades taking place on a regular basis.

Driver and vehicle performance data is captured and continuously updated. This data is fed into a central **Achieve Software Hub**. None of the services are outsourced which ensures that the information being collected is both current and relevant – essential for the production of time critical reports.



# Driver App



We live in a world where instant communications have become the norm. Fleet drivers operating in a demanding environment need to feel confident that support is genuinely available on a 24/7 basis – time is money – when a problem or challenge is identified, it needs fixing.

The team at Fleet Service GB, working closely with its clients, and recognising the need for good communication – developed a fully interactive, intuitive **Achieve Driver App** which is continually enhanced to embrace specific client requirements and demands – received on a regular basis.

Drivers are encouraged to interact 24/7 with the service support team using the **Achieve Driver App**. The continual enhancements and upgrades provide an increasing range of functionality for the driver to use – vehicle checks, prompts and reminders, notifications and general information plus (where the service is taken) a dynamic live driver score.

All driver requests or requirements notified using the **Achieve Driver App** are dealt with promptly by a member of the service support team.



# FSGB Garage Network

Fleet Service GB delivers its maintenance programmes through an independent network of preferred garages.

The FSGB Garage Partnership supports clients across mainland UK, complying fully with the **National Price Promise** and other maintenance programme requirements.

The FSGB Garage Partnership becomes the eyes and ears for the Fleet Service GB support team; an essential ingredient in the delivery and support of the FSGB Driver Management Continuous Learning programme.

Fleet Service GB and its preferred FSGB Garage Network provide a virtuous circle partnership where everyone, including clients, benefit.



“ 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. ”

Tim Guidotti, Ferdotti Motor Services Ltd



# FIAG

Experience – driving change

In addition to its own experienced team, Fleet Service GB works closely with a support and advisory group consisting of specialists who bring a wide range of additional experience necessary for the development of industry leading products and services.

One such collaboration example is the fully integrated work-related road safety driver management programme, FSGB Driver Management, which comprehensively manages all of the areas which impact on a client's compliance, operating and financial requirements.

No other fleet management option embraces this fully integrated approach in the development of fleet management products and services.



“ Fleet Service GB, from its inception, has welcomed the involvement of FIAG as a source of experience and knowledge. The partnership continues to grow, with customers of Fleet Service GB benefitting considerably. ”

Ian Housley, Chairman



# Summary

Vehicle and driver management – staying true to the principle

Fleet Service GB is not a contract hire company, a broker, or an industry intermediary. **It is a fleet management company** which delivers a comprehensive range of vehicle and driver management services in genuine partnership with its clients. The team recognises that all services must be delivered in-house (not outsourced) to ensure job ownership and control.

Clients' expectations have always been, and will continue to be, demanding (rightly so) and specific:

- Look after my vehicles and drivers and ensure compliance in all areas.

- Support my operational and financial objectives.
- Give me complete transparency in the spirit of a cooperative partnership.
- Take out costs without compromising quality or safety.
- Reporting that enables informed decisions to be made.

Simple really, but only deliverable if all the services are owned and controlled from start to finish.

Fleet Service GB is, and always will be, a **genuine vehicle and driver management company** delivering agreed integrated services in a transparent partnership with its clients.

We look forward to talking to you.

**Delivering a personal exclusive experience which continually demonstrates exceptional value.**

**Making service personal**



**I am continually impressed by Fleet Service GB's ability to listen to what we require and then deliver solutions.**

Paul Ayris, Fleet Manager

**LiveWest**



# Core Products

Fleet Service GB offers a range of core products, as well as a fully integrated, complete solution:

 **FSGB Fleet Management**

 **FSGB Driver Management**

 **FSGB Accident Management**

 **FSGB Maintenance Management**

If you would like to receive any more information on these products, please email Marcus at:  
[marcus@fleetservicegb.co.uk](mailto:marcus@fleetservicegb.co.uk)



Visit our website to find out more on how our core products can benefit you and your company.



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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 that 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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