



Who are we?

Our fully integrated,
in-house solution to all your
fleet requirements

Encourage

Support

Making service personal

Powered by **Achieve**



Fleet Service GB

Making service personal



A personal introduction from Geoffrey Bray, Chairman

Over many years I have been fortunate to have worked with people in the fleet industry who share my passion to continuously challenge the status quo, to introduce industry innovative solutions and, at the same time, build personal partnerships based on trust.

No one person knows everything, we never stop learning. It is my experience that the best ideas, resulting in innovative fleet management products and services, are produced when knowledge and experience are shared by like-minded individuals who understand the industry challenges and then identify and propose solutions.

The Fleet Service GB's service support team supported by an advisory group of experienced industry individuals, including myself, are very passionate about what we do. We see fleet management challenges, experienced by clients, as opportunities which result in a continuous stream of innovative ideas and suggestions which in turn find their way into the development programme.

Making service personal.



Geoffrey Bray
Chairman, Fleet Service GB

Intelligent integration of data and technology



Contents

- ▶ Ownership and involvement.....6
- ▶ The core ingredient – people.....7
- ▶ 24/7 service support8
- ▶ Technology – embracing the future.....9
- ▶ Fleet management services – all delivered in-house 10
- ▶ National Price Promise – maintenance 11
- ▶ Service delivery – with FSGB Garage Network..... 12
- ▶ Better product development, experience – driving change 13
- ▶ Fleet management – staying true to the principle..... 14
- ▶ Get in contact 16

Ownership and involvement

Fleet Service GB is a co-ownership driver and vehicle management company.

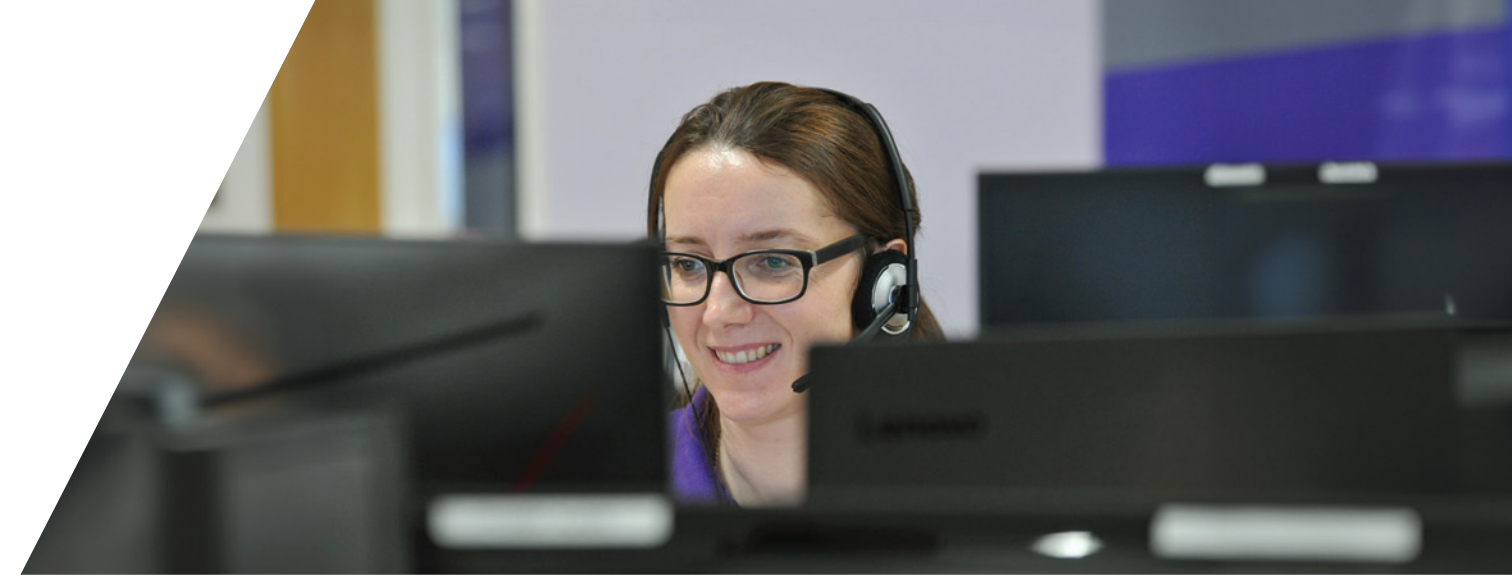
Individual ownership actively encourages responsibility and commitment; nothing is ever too much trouble when dealing with a client's demands. Within the company there is a passion across the service support team to get things right, the difference is the service delivery experience, which is always personal.

The co-ownership model is a first in the fleet management industry.



“ 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



The core ingredient – people

All the team at Fleet Service GB have a simple objective, to deliver a personal, exclusive experience, which continually demonstrates exceptional value.

By challenging the industry status quo, the team implement solutions which genuinely deliver the agreed client operational and financial objectives. In reality the Fleet Service GB support team becomes a genuine operating extension of a client's own fleet department, delivering a bespoke, 24/7 personal service.

No other organisations adopt this approach.

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

Holland
& Barrett

Diane Daruk
Director of Reward & HRIS & International

24/7 service support

Using any of the FSGB services couldn't be simpler. By using either the Achieve Driver App or calling the one telephone number, there is an immediate connection to a member of our in-house service support team.

Every telephone call is answered within 20 seconds, with a human response – there is no automated answering technology. Every **Achieve Driver App** request is acknowledged and processed, by taking ownership of each and every incoming request or event and personally handling the process until completion. Members of the service support team demonstrate the delivery of exceptional customer service. The Fleet Service GB support facility never closes.

No other organisation delivers driver and vehicle management services using this bespoke personalised approach.



“ 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



Technology – embracing the future

Fleet Service GB uses its own developed software, which has been created in-house. It delivers a fully integrated range of FSGB driver and vehicle management services.

The **Achieve Software Hub** sits at the centre of a range of services. The intelligent integration of data creates a powerful engine of information, instantly accessible and, importantly, able to be configured to produce an infinite variety of management reports. By fully automating the integration processes of all FSGB services, the **Achieve Software Hub** provides an invaluable resource to support in-house challenges and requests for information for all clients.

By joining together an award-winning fleet management team, with an equally dedicated and experienced IT team, Fleet Service GB can rightly claim its technology development is industry leading.

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

Paul Ayris
Fleet Manager



Fleet management services – all delivered in-house

Fleet Service GB does not outsource any management services it delivers to a client.

The Fleet Service GB support team delivers all required FSGB services strictly in accordance within client parameters, by acting as an extension of the client and being able to take ownership of each and every transaction. Exceptional service levels are delivered. Over time, a good understanding of individual client and driver requirements are established by the team. All of which reinforces the trust element, essential for the transparent working of a true partnership.

Fleet Service GB is unrivalled in its approach and commitment to the delivery of all driver and vehicle support services, by its own in-house team. Nothing is outsourced.



“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

evander



National Price Promise – maintenance

In real terms, vehicle maintenance costs have reduced by 50% over the last 30 years but there still remains the challenge of ensuring compliance with health and safety requirements, warranty conditions and operational and financial needs.

Fleet Service GB's solution is the **National Price Promise** maintenance programme, developed and delivered by the Fleet Service GB team and includes a range of features and benefits such as:

Features:

- ▼ Prices fixed nationally for a minimum of one year.
- ▼ Garage self billing, which eliminates upselling, add-ons or any unnecessary expenditure.
- ▼ 24/7 support (via **Achieve Driver App** or telephone) for all maintenance requirements, with an average response time of 20 seconds - a human response, no automated answering systems.
- ▼ Collection and delivery option of vehicles for service, maintenance and repair (SMR) work.

Benefits:

- ▼ Full compliance with manufacturers' SMR and warranty requirements.
- ▼ Complete warranty and policy claims administration.
- ▼ Complete administration of manufacturers' provided breakdown cover.
- ▼ Comprehensive reporting, which is accessible at any time via Fleet Service GB's interactive **Achieve Software Hub**.
- ▼ **National Price Promise** provides complete transparency of each and every job as a result of ownership and control from start to finish. This comprehensively supports the clients and Fleet Service GB's partnership philosophy.

The Fleet Service GB National Price Promise maintenance programme is unique in the fleet management industry and continues to develop with technology enhancements.

Service delivery – with FSGB Garage Network

Fleet Service GB delivers its maintenance programmes through an independent network of preferred garages. The FSGB Garage Network supports clients across mainland UK, complying fully with the National Price Promise and other maintenance programme requirements.

The FSGB Garage Network 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 programme.

Fleet Service GB and its preferred garage network provide a virtuous partnership where everyone benefits.



“ 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
Ferdotti Motor Services Ltd



Better product development, 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
FIAG Chairman



Fleet management – staying true to the principle

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 team which delivers a comprehensive range of bespoke FSGB driver and vehicle management services in genuine partnership with a client. The team recognises all services must be delivered in-house (not outsourced) to ensure complete 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 on quality or safety.

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

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

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

Denise Hawkins
Fleet Manager

Stannah



Get in contact

If you would like to get in contact, please email Marcus at:

marcus@fleetservicegb.co.uk,
or call 03332 200 507

Visit our website to find out more on how Fleet Service GB can benefit your company.



Fleet Service GB

The Stonehouse, Notton Business Park, Notton, Lacock SN15 2NF
marcus@fleetservicegb.co.uk | 03332 200 507 | fleetservicegb.co.uk

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.

@ 2024 Fleet Service GB