



# Why Fleet Service GB is Unique

---

Delivering a Fully Integrated Driver  
and Vehicle Management Service

Making service personal

Powered by **Achieve**



# Contents

- ▶ **A Personal Introduction .....3**
- ▶ **Making service personal and creating a difference.....4**
- ▶ **Why Fleet Service GB is Different .....6**
  - Ownership and Involvement .....6
  - The core ingredient – people .....6
  - Collaborative client partnership – working to agreed objectives .....6
  - Fully interactive Achieve Driver App continually enhanced to embrace specific client requests .....7
  - One phone number – 24/7 service support availability – all calls recorded .....7
  - Integrated technology – all services delivered on one platform – no core service is outsourced .....7
  - Facility to request IT amendments/changes or influence IT development .....7
  - National Price Promise .....8
  - FSGB Driver Management .....8
  - Delivering driver and vehicle management services .....9
  - Infinite reporting capability – 24/7 Achieve Software Hub access .....9
  - Service delivery – through the FSGB Garage Network .....9
  - Workshops – User Groups – interactive client groups .....10
  - Product development – using the experience .....10
  - Driver and vehicle management – staying true to the principle .....10
- ▶ **Summary – Making Service Personal ..... 11**
  - Features:..... 11
  - Benefits: ..... 11
- ▶ **Conclusion ..... 12**

## A Personal Introduction

*The purpose of this document is to set out why we believe Fleet Service GB is unique in the way it develops and delivers a fully integrated range of driver and vehicle management services.*

The Fleet Management industry is, and has been for many years dominated by leasing companies, many owned by banks, whose primary service is the provision of funding, supported by driver and vehicle management services – the majority of which are outsourced to industry specialised providers.

The management team at Fleet Service GB has considerable experience in the delivery of fleet management services beginning in 1987, when the chairman launched Fleet Support Group – a company which expanded to become the largest independent fleet management company in the UK.

Following the acquisition of Fleet Support Group in 2012, by an American organisation, senior management decided to launch a new company, Fleet Service GB in 2014 – the purpose being to continue the process of building an industry leading company using innovation to differentiate its services.

The experience gained over many years by the team recognised the importance of maximising the use of technology and retaining the personal service delivery aspect. These elements ensure an exceptional customer experience which in turn supports the development of genuine client partnerships.

Fleet Service GB considers that as an all embracing fully integrated driver and vehicle management company with all services delivered on one platform, it is unique in the fleet industry.

We very much hope that the contents of this document brings you to that same conclusion.



**Geoffrey Bray**  
Chairman, Fleet Service GB



## Making service personal and creating a difference

### FSGB Driver and Vehicle Management Services – Fully Integrated and delivered on one platform

- ▼ FSGB Maintenance Management.
- ▼ FSGB Accident Management.
- ▼ FSGB Driver Management.
- ▼ FSGB Fleet Management.
- ▼ FSGB Garage Network.

All the above services are delivered by the specialist Fleet Service GB Service Support Team operating within a purpose designed Support Centre. The services are available on a genuine 24/7 basis (we never close). Drivers can choose to contact the Service Support Centre by using either an intuitive **Achieve Driver App** or by phone.

**Service is always personal;** a member of the Service Support Team takes ownership of each and every driver request – nothing is left to chance. Everything is managed strictly in accordance with client parameters. Clients are guaranteed that full driver support is being delivered at all times.

**None of the vehicle or driver management services are outsourced which means that Fleet Service GB has complete control of all aspects of the service delivery.**

**Global supply chain issues, following COVID, affecting parts and vehicles, demonstrated in no uncertain terms the effectiveness of delivering all services from one location and on one platform.**

The **Achieve Software Hub**, our proprietary software technology that supports the delivery of these services is designed, developed, and supported by Fleet Service GB's own development team.

Wherever possible Fleet Service GB uses the FSGB Garage Network network for the delivery of maintenance and accident management services. This partnership embraces unique control processes such as National Fixed Prices, collection and delivery, self-billing, and voice recording.

This partnership approach encourages a virtuous circle mentality where interaction between garages, drivers, and the Fleet Service GB Service Support Team, supported by fully integrated technology, work together to identify and then deliver operationally efficient solutions.

By intelligently integrating all of the driver and vehicle data, clients are able to access, using the **Achieve Software Hub** comprehensive information covering both drivers and vehicles, at any time. The tailored reporting capability, based on user analytics, provides for customers an invaluable tool to ensure that if senior level intervention is required then it would have been accurately determined, is timely and importantly appropriate. This is a critical aspect of the FSGB Driver Management programme where compliance on the part of the driver is essential.

Specific driver notifications generated by the **Achieve Software Hub** and delivered via the **Achieve Driver App**, removes any ambiguity, and provides for the client necessary protection and assurance that vehicles and drivers are compliant at all times.

As part of the partnership philosophy regular workshops and user group events are hosted by Fleet Service GB – these bring together clients and industry specialists. The discussions and debates produce ideas that find their way into Fleet Service GB development programme. It also provides for clients an opportunity to request bespoke development requirements.

This is a unique service providing an opportunity for clients to continuously enhance their own fleet operation. It is impossible to place a value on this service, however, clients who use it comment positively regarding the internal operational impact and importantly the effect it has on overall fleet cost.





## Why Fleet Service GB is Different

### ► 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 delivery 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 driver and vehicle management industry.

### ► The core ingredient – people

Fleet Service GB brings together an award-winning team with fleet management experience and industry-recognised reputations, embracing the very latest processing and development technologies to deliver a personal exclusive experience that continually demonstrates exceptional value. To be different there is a need for a fleet management company to challenge the status quo, to innovate and to implement solutions that genuinely deliver agreed client operational and financial objectives.

Fleet Service GB is such a company, its industry-envied team of professionals work closely with clients from day one to understand the requirement and to tailor the service ultimately delivered. In reality, the Fleet Service GB Service Support Team becomes a genuine operating extension of a client's own fleet department or team responsible for the managing of vehicles and drivers.

No other organisations adopt this approach – making service personal

### ► Collaborative client partnership – working to agreed objectives

Each and every client is considered as a partner. From the outset discussions determine fleet requirements and objectives which then sets in place a collaborative partnership which defines the services required.

Regular reviews supported by data analytics ensure that the objective agreed at the outset is updated on a regular basis, supporting continual changes that as and when identified are then implemented.

### ► Fully interactive Achieve Driver App continually enhanced to embrace specific client requests

Drivers are encouraged to interact with the Service Support Team via the **Achieve Driver App**. Continual enhancements and upgrades provide an increasing range of functionality for the driver to use. All requests or requirements notified using the **Achieve Driver App** are dealt with promptly by a member of the Service Support Team.

The Achieve Driver App is the only fully integrated driver and vehicle management communication tool in the marketplace – with continuous upgrades.

### ► One phone number – 24/7 service support availability – all calls recorded

By calling one phone number a driver client is connected to a 24/7 Service Support Team member. These are all Fleet Service GB colleagues who answer each and every call within an average time of 20 seconds – **no core service is outsourced** – the Service Support Centre never closes.

No other organisation delivers this exceptional level of personal service and support.

### ► Integrated technology – all services delivered on one platform – no core service is outsourced

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.

By joining together an award-winning driver and vehicle management support team, with an equally dedicated and experienced software development team, Fleet Service GB can rightly claim that its technology delivers the only UK integrated driver and vehicle management solution.

Our software is industry leading.

### ► Facility to request IT amendments/changes or influence IT development

By working together – client and Fleet Service GB – solutions for virtually all challenges can be identified. Clients are encouraged to request direct from the Fleet Service GB IT team, specific amendments or new features that will impact positively on operational efficiency. Clients are also actively encouraged to attend workshops and user groups to ensure that identified client requirements are always delivered.

This unique developing and sharing of best practice is a major differentiator.



## ► National Price Promise

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 legislation, warranty conditions and operational and financial requirements. Fleet Service GB's solution is its **National Price Promise** maintenance programme.

The idea of providing a genuine 'one price for the same job, on the same vehicle, anywhere in the UK' came from the Fleet Service GB chairman who, in 1987, launched the concept of fixed price servicing into a sceptical market, but proved overtime that this radical approach of using national fixed prices was correct, resulting in many organisations – including manufacturers – attempting to copy, though not many have succeeded.

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

### Features:

- ▼ Prices fixed nationally for a minimum of one year (inclusive of a comprehensive range of benefits).
- ▼ Absolute cost control guaranteed by the use of garage self-billing, which eliminates upselling, add-ons, or any unnecessary expenditure.
- ▼ 24/7 one call (via the **Achieve Driver App** or phone) for all driver and vehicle related services – Fleet Service GB's Service Support Team responds promptly to each **Achieve Driver App** request and answers each call within an average time frame of 20 seconds.
- ▼ Collection and delivery of customer vehicles for the majority servicing, maintenance, and repair.

### Benefits:

- ▼ Full compliance with manufacturers' SMR and warranty requirements.
- ▼ Complete warranty and policy claims administration.
- ▼ Complete administration of manufacturers' provided breakdown cover.
- ▼ Comprehensive reporting, accessible at any time via Fleet Service GB's **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 management programme is unique in the driver and vehicle management industry and will continue to develop with technology enhancements. Uniquely, using integrated technology, we are able to identify performance differences, determining the correct intervention to reduce costs – whether it be the vehicle or the driver.

## ► FSGB Driver Management

Managing the driver, covering all aspects of work-related road safety has been a passion of the chairman since the year 2000. Continuously measuring performance of the driver and the vehicle was always identified as a beneficial policy. Many years of experience, supported by advanced technology, in particular on-board vehicle technology, has enabled the Fleet Service GB team to integrate all of its services, resulting in a unique driver centric service which comprehensively addresses all the challenges and requirements of managing work-related road safety.

No other organisation offers the complete integrated capability of FSGB Driver Management. By delivering all of the services on one **Achieve Software Hub**, utilising cutting-edge technology and engaging, encouraging, supporting and improving the driver, positions the programme as an industry leader.

## ► Delivering driver and vehicle management services

The Fleet Service GB Service Support Team becomes a genuine extension of a client's own internal fleet operation and demonstrates that all aspects of the delivered service is controlled and managed.

Fleet Service GB does not outsource any management services delivered to a client. By taking all communications, either via the **Achieve Driver App**, **Achieve Software Hub** or by phone, internal ownership of a job is established.

This ownership is then maintained throughout the entirety of the transaction reinforcing the service experience and ensuring client parameter compliance.

Fleet Service GB is unrivalled in its approach and commitment to maintaining control of all its support services in-house. A trend seemingly reversed by industry competitors.

## ► Infinite reporting capability – 24/7 Achieve Software Hub access

Things don't happen to vehicles on their own, it is usually the driver, and so with Fleet Service GB's **Achieve Software Hub**, used for the delivery of all driver and vehicle management processes being fully integrated, we can ensure that as driver and vehicle data is captured by the **Achieve Software Hub** it is able to be used to produce an extensive range of built in and bespoke reports, including identifying driver and vehicle issues and appropriate management interventions (a key aspect of FSGB Driver Management).

For instance, a fault or requirement identified as part of a vehicle inspection – check sheet (available through the **Achieve Driver App**) immediately triggers a notification to our Service Support Team, whether it be an incident, or accident, a driver influenced occurrence – such as a damaged tyre, or even just a service light notification. Using client parameters, notifications and alerts are then activated to remind the driver to call the Service Support Team, with additional notifications going to line managers, or other specific contacts. This is unique in our industry.

There are many reports available as standard, in addition clients can request bespoke reports that cover specific defined requirements.

Intelligently integrating data to manage vehicles and drivers.

## ► Service delivery – through the FSGB Garage Network

Fleet Service GB delivers its **National Price Promise** maintenance programme through an independent network of preferred garages – FSGB Garage Network. This network, in partnership with Fleet Service GB, supports clients across mainland UK, complying fully with the **National Price Promise** maintenance programme requirements.

This unique partnership adds a special dynamic to the working arrangements; the FSGB Garage Network becomes the Eyes & Ears for the Fleet Service GB Service Support Team, an essential ingredient in the delivery and support of FSGB Driver Management, Fleet Service GB's uniquely integrated driver and vehicle management compliance programme.

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



## ► Workshops – User Groups – interactive client groups

Fleet Service GB's partnership philosophy embraces the proactive use of interactive User Groups and Workshops. This successful formula has been developed over many years and provides an opportunity to share and implement industry best practice.

In addition to current challenges, Fleet Service GB also embraces the future with its New Dawn meetings using an open agenda – inviting all of our clients that wish to participate, and encouraging debate about what the future might look like.

**A genuine partnership collaboration of working together.**

## ► Product development – using the experience

In addition to the experienced team Fleet Service GB has implemented an industry first with the creation of Support and Advisory Groups consisting of specialists who bring to the discussion a wide range of additional experience necessary for the comprehensive development of our industry-leading products and services.

These groups include both clients and suppliers, as we believe a fully rounded solution factoring in all aspects of driver and vehicle management is critical.

**No other driver and vehicle management option is embracing this fully integrated approach in the development of fleet management products and services.**

## ► Driver and vehicle management – staying true to the principle

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

## Summary – Making Service Personal

### ► Features:

- ▼ Interactive **Achieve Driver App / Achieve Software Hub / Reporting.**
- ▼ **National Price Promise.**
- ▼ 24/7 human response – all calls recorded – Service Support Centre.
- ▼ Collection and Delivery.
- ▼ Self-billing.
- ▼ Fully integrated fleet management services – nothing outsourced.
- ▼ Partnership / supplier network.
- ▼ Fully inclusive breakdown and recovery programme.
- ▼ Fully inclusive warranty and policy claims procedure.
- ▼ FSGB Driver Management.
- ▼ Comprehensive digital driver handbook – updated automatically.
- ▼ Driver and vehicle policies.
- ▼ Driver guidance work related road safety documents – updated annually.

### ► Benefits:

- ▼ Instant reporting availability.
- ▼ Data analysis providing comparisons.
- ▼ Minimum headcount for client team.
- ▼ Quality and compliance assurance.
- ▼ Minimal driver involvement – one call does it all (Achieve Driver App or phone).
- ▼ Transparent cost control.



## Conclusion

The collective expertise and knowledge that exists within in the Fleet Service GB team, all as a result of many years working exclusively in the driver and vehicle management industry, is invaluable when supporting clients who need help either introducing fleet policy changes or attempting to deal with a variety of operational challenges that are presented on a daily basis.

The big differentiator, when comparing Fleet Service GB with competitors is that the management of Fleet Service GB has remained true to the principle of delivering fully integrated driver and vehicle management services.

This clear management policy has enabled the development of an IT system which genuinely addresses all of the challenges that the management of drivers and vehicles present.

Keeping services in-house and embracing clients and suppliers in a genuine partnership has given a competitive edge to the development of Fleet Service GB

**That is why we believe Fleet Service GB is a unique service provider.**



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



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