



PUBLIC

FLEET SUPPLEMENT 2009

Knowledge

THE LOCAL INSIGHT MAGAZINE FROM CIVICA



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1 WELCOME

Welcome to this Public Knowledge, Fleet special.

Faced with enormous financial pressures and increasingly stringent legislation, the demands on fleet operators to deliver more efficient fleet services has never been greater.

Using technology such as web portals to improve access to fleet information has helped Travis Perkins to deliver better service to their depots but has also reduced calls to the fleet department by 60%.

VT Critical Services is an example of an organisation that has increased efficiency and enhanced operational flexibility. The Tranman system, which includes a 'Fleet Service Desk' facility, provides 24 x 7 contact centre capability for job progression, defect reporting, planned maintenance booking and vehicle breakdown and accident reporting for VTCS' customers.

Finally with increasing focus on climate change, targets for reducing carbon emissions plus the recent introduction of new green legislation such as the Low Emission Zone in London, improving your fleet's performance and efficiency makes sound commercial and environmental sense. Read about our principles of green fleet management.

Organisations are urgently looking to modern IT to reduce operating costs, which has translated into more than 25 new contracts for Civica this year. Reading about the experiences of our customers in these pages will hopefully give you an insight into how the fleet industry is changing and the ways in they have responded to these challenges supported by the latest technology.



John Hood,
Managing Director
Housing & Asset Management



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VT Group chooses Tranman

VT Group, through VT Critical Services, has been selected by the Department for Communities and Local Government to provide capability management for the UK's New Dimension fleet of emergency vehicles and equipment modules which will be deployed to major incidents. The company has chosen Civica's Tranman fleet management system to support this key programme. The 16-year programme has an option for four further years with service provision, which started on 1st October 2008.

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Wolseley UK drives down fleet running costs

WOLSELEY

Civica has provided a new fleet management system that will help Wolseley UK, the heating and plumbing products distributor, to monitor and maintain its commercial fleet of over 3,000 vehicles with greater accuracy and precision.

The Information Systems and Fleet Services divisions at Wolseley UK are replacing existing systems with the Civica Tranman fleet management system. Tranman will help the company meet all commercial and

legal obligations while running one of the UK's largest fleets of vehicles.

Roy McCrudden, Wolseley UK's National Fleet Manager, said: *"Wolseley UK has grown rapidly over recent years and our existing systems were becoming outdated. With Tranman we will have a better way of tracking all licensing, maintenance and repair costs over a vehicle's life.*

We can make our fleet assets work harder for the business. Tranman allows us to be more proactive in identifying areas where

we can make improvements and help drive down the running costs of the fleet. As a result, we are able to offer a better service to fleet users and our branches."

The new Civica Tranman system will provide a wide range of up-to-date information, including details on fuel consumption and maintenance, which identifies where vehicles have become uneconomic to run.

London Ambulance Service automates service scheduling

Civica is helping the London Ambulance Service manage their vehicle fleet management more effectively. Civica's fleet management software Tranman will ensure critical servicing and maintenance of vehicles is up-to-date while also monitoring mileage and fuel costs for the public sector organisation.

Tranman enables organisations with large vehicle fleets to manage the smooth running of fleet vehicles through automated scheduling of MOTs and regular servicing requirements while also accounting for accident repairs. Customers are able to input all service scheduling or one off accident repairs into Tranman's web portal, enabling password-protected access from any web browser to their fleet data.

Chris Miles, London Ambulance Service NHS Trust said: *"Having a full picture of our 500 ambulances' service schedules at any given point can be a matter of life or death. It is vital that we have a powerful fleet management system that offers us complete control of our fleet, ensuring we keep the optimum number of ambulances on the road. Civica's Tranman gives us this control."*

The London Ambulance Service has 50 employees accessing the system from 13 workshops located throughout London.

"It is vital that we have a powerful fleet management system that offers us complete control of our fleet"

Chris Miles, London Ambulance Service NHS Trust,



3 POLICE

A common approach favoured by many public sector organisations has been a move towards increased collaboration between neighbouring organisations as part of an overall strategy to improve business efficiency.



Chiltern Transport Consortium improves efficiency through collaboration

Public sector vehicle fleets deliver essential public services and perform vital roles in the local community. These vehicles are critical to the provision of quality public services, therefore improving the efficiency of fleet operations means better services can be delivered at a reduced cost.

On 1st April 2004 Chiltern Transport Consortium was formed by lead police force, Thames Valley. It aimed to improve efficiency by setting up a shared service collaborative arrangement for the total provision of fleet services and vehicles for Thames Valley and Bedfordshire Police forces.

On 1st April 2008, Hertfordshire Police joined the Consortium. From this date Chiltern Transport Consortium is responsible for managing 2000 vehicles across five shire counties

Tranman has been selected as the management information system for the Consortium. As each police force has joined the group, Tranman has been used to transfer historical fleet data and then to measure the performance of the fleet following the reorganisation. Tranman is used to manage the entire fleet process including procurement, fleet records, workshop and stores control, fuel monitoring and accident management.

Ian Godolphin, Head of Chiltern Transport Consortium comments, "Chiltern Transport Consortium is recognised nationally by the HMIC as a centre of excellence in fleet provision. The main benefits of collaboration have been evidence of delivery of economies of scale, a standardisation of service delivery and greater operational resilience. Throughout this process, Tranman has proved to be essential in providing vital decision making information to enable us to benefit further

"Chiltern Transport Consortium is recognised nationally by the HMIC as a centre of excellence in fleet provision."

Ian Godolphin, Head of Chiltern Transport Consortium



4 COMMERCIAL FLEETS

Travis Perkins has improved access to fleet information for branches via the company intranet resulting in a reduction in phone calls to the Transport department by 60%.



Travis Perkins

Travis Perkins reduces phone calls to fleet department by 60%

Based at Travis Perkins head office in Northampton, the Transport Department is a team of 15 people, with responsibility for the smooth running of the entire company's fleet. The fleet consists of 2200 commercial vehicles, the majority of which are 18 or 26 tonne dropside crane vehicles. In addition, the Transport department also manages 1500 cars, plus numerous items of plant, such as forklifts and 3000 side loaders.

One of the greatest challenges faced by the Transport department was dealing with the volume of telephone queries coming in on a daily basis. Ron Searle, Group Transport Administration Manager, Travis Perkins comments, "The situation two to three years ago was that the department was receiving around 2-300 calls per person every week, the phones were constantly ringing and answering queries was taking up all our time."

To improve the situation, Searle implemented a strategy to reduce the number of phone calls coming into the department. Civica developed a Vehicle Information web portal, accessed through the Travis Perkins company intranet. All Travis Perkins vehicles are allocated to a specific branch for their sole use. It is important for branches to be able to access key information on the vehicle, such as MOT due and next service due dates.

More importantly the web portal displays the vehicle weight and payload; this is vital to help ensure the delivery vehicles are loaded correctly. To ensure profitability, each truck needs to be sent out filled to the maximum level. However it is even more important to make sure trucks are not overloaded, which could result in fines for both the driver and Travis Perkins, and risk the company's operator's licence.

Searle estimates the Tranman Vehicle Information web portal has reduced phone traffic into the Transport Department by 60%. "The web portal is better for the branches, as they are now able to find out the information they need for themselves."

"The Transport department has also benefited and we have seen an improvement in the accuracy of data input, due to transport administration staff being able to concentrate on their tasks. We have also found it to be a more enjoyable working environment without the constant interruptions from the phone." Searle says.

A second, Vehicle Maintenance web portal was implemented to provide branches with better visibility of their allocated vehicles' maintenance requirements. Every October, the Transport Department would print and post a paper copy of each branches' maintenance schedule for display in the branch. Searle explains, "Displaying a printed copy of the maintenance schedule is a legal requirement, but was a very time consuming and mundane task."

With the introduction of the Tranman Vehicle Maintenance web portal, branches are able to print off their own schedule. "This has improved the service to our customers, the branches, as their schedules are always available for them to download when they need a copy. The main saving though has been the time spent sending out the schedules, plus the costs of postage," Searle concludes.

"The web portal is better for the branches, as they are now able to find out the information they need for themselves."

Ron Searle, Group Transport Administration Manager, Travis Perkins



5 UTILITIES

ESB Networks tracks fleet performance using Tranman to improve awareness of costs and improve productivity.



ESB achieves cost saving goals with Tranman

ESB Networks, the company responsible for electricity distribution throughout the Republic of Ireland, is on target to accomplish a significant reduction in vehicle investment thanks to the successful implementation of the Tranman fleet management system from Civica.

ESB has an unusual and high value fleet of 2,500 vehicles ranging from hoists and crane trucks through to jeeps and vans. As well as the complication of such a wide range of vehicles there is specialist equipment, such as winches and stringing machines, attached to many vehicles. These vehicles all require specialist maintenance and lifting operations following strict legislation compliance guidelines.

The Tranman software co-ordinates maintenance and servicing for vehicles and their sub-assets, minimising vehicle downtime. The Tranman fleet management system is flexible enough to be tailored to cope with a highly diverse fleet and offers a wealth of information about each vehicle as well as an overall picture of the operation of the fleet as a whole.

Conal Bonnar, Manager of Fleet and Equipment for ESB, believes that it is the ability to track performance offered by Tranman that has helped his company increase awareness of costs and improve productivity.

"Tranman offered the best fit to our needs" he commented, "In particular we were impressed with the functionality of the system and with Civica's level of expertise, not just of computer systems but of the Transport business itself. We believe that this added insight will be of assistance to us as we develop the management information needed to run a successful business."

"Part of my remit for the company is to control and reduce investment costs on our fleet and this would have been impossible to do without the broad overviews offered by Tranman" he added.

"The system has made us improve our working practices across all operations, ensured we are legislatively compliant on all vehicles and equipment and we are now thinking of implementing extra modules to further efficiencies in other areas as well."

Through Civica's combination of specialist software, consulting and managed services, Tranman provides the means to deliver efficient technology-enabled and customer focused services.

"Tranman offered the best fit to our needs"

*Conal Bonnar,
Manager of Fleet and Equipment for ESB*



6 SUPPORT SERVICES

VT Critical Services has implemented Civica's Tranman system, including the 'Fleet Service Desk' facility that provides 24 x 7 contact centre capability for job progression, defect reporting, planned maintenance booking and vehicle breakdown and accident reporting.



Quality service solution for VT Critical Services

VT Critical Services, (VTCS) part of VT Group the leading defence and support services business, has introduced Civica's Tranman fleet system to manage service activities totalling more than 180,000 hours annually and to deliver industry leading levels of vehicle availability.

As well as increasing efficiency and enhancing operational flexibility, Tranman has helped VTCS to deliver a range of benefits to its customers.

VTCS is one of the businesses of VT Support Services, the fastest growing division within VT Group. VT Support Services is a leading operator in defence, emergency and commercial markets, managing key asset availability and engineering support contracts.

Through VTCS it delivers operational capability to customers including the UK's Fire & Rescue Services, The Metropolitan Police, and British Airways.

To enhance the level of service to its customers VTCS has implemented Civica's Tranman fleet management system. The software includes a new 'Fleet Service Desk' facility which provides front office contact centre capability for any service-orientated fleet management operation, and is particularly well suited for outsourced fleet management service providers.

The Metropolitan Police Service has a fleet in excess of 3,700 vehicles spread across 246 police stations, covering a 620 square mile area and a population of 12 million.

To support this contract, VTCS has fully embraced the Fleet Service Desk concept,

benefiting from centralised 24 x 7 contact management, automated job progression and monitoring, defect reporting and progress chasing, planned maintenance booking, vehicle breakdown and recovery management, and accident and incident reporting.

Simon Purchon, Business Development Director at VT Critical Services believes that Tranman is vital to the service supply for the Met and New Dimensions. "Tranman provides us with a single platform solution for our fleet management contracts.

We are extremely happy with the system and especially the incident management facility." he commented. "The job alerts on the system work extremely well as we are wholly reliant on Tranman to inform us of all planned events and work arising which underpins our ability to deliver a quality service."



Green fleet management is not rocket science

Improving your fleet's performance and efficiency makes sound commercial and environmental sense. A specialised fleet management system, can help fleet managers provide cost-effective, environmentally sustainable fleet services that fulfil the essential everyday functions required of a fleet.

Fleet management software supports the achievement of efficiency gains by consolidating fleet data from a variety of sources. This allows comparisons of performance to be made across vehicle makes and models, between departments and even with other organisations.

Principles of green fleet management

- Maximise vehicle utilisation – making sure you use the right vehicle for the right job and monitor usage
- Reduce fuel consumption – ensuring the fleet is modern and well maintained as well as providing driver training will improve fuel efficiency
- Promotion of energy efficient vehicles and fuels for fleet procurement
- Reduce mileage by recording and analysing business travel

Fleet software records and measures mileage, vehicle utilisation and costs, making better use of the vehicles you have and to achieve more, with less resources.



Going Green, London Borough of Redbridge

London Borough of Redbridge recognise that the public services they provide contribute to climate change and are committed to minimise this impact but also to lead by example. Redbridge is committed to working towards the national 20% emissions reduction target from 1990 levels, with an aim of making significant progress towards implementing this by 2012.

The Redbridge Environmental Action Plan, was drawn up to consolidate the Council's numerous environmental plans and strategies with the aim of promoting sustainable development. Part of the plan included targets and initiatives for the Transport Department which uses Tranman to measure the fleet performance.

Eddie Cross, Redbridge's Fleet Manager is responsible for a fleet of 300 vehicles and 300 items of plant. The fleet uses 1 million litres of fuel every year, with 30,000 litres delivered every 10 days.

The latest challenge faced by the Transport Department has been the introduction of the Low Emission Zone in London. One third of all Redbridge's fleet was affected by the new legislation, leaving the authority with no option but to accept the costs of converting their vehicles.

Eddie Cross comments *"Redbridge is a forward thinking authority and has used the Tranman fleet software over a number of years to embrace the principles of green fleet management. However with so many new and largely unproven 'green' initiatives on the market, there does need to be more guidance from central government. Hopefully this will prevent each local authority from going off and doing their own thing and to help us invest in technology which does actually result in environmental benefits."*

"Redbridge is a forward thinking authority and has used the Tranman fleet software over a number of years to embrace the principles of green fleet management."

Eddie Cross, Redbridge's Fleet Manager



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