

# CASE STUDY

## FLEET MANAGEMENT SOLUTIONS



## LIFT AND ENGINEERING SERVICES

### BACKGROUND

Lift & Engineering Services is a market leader in the specialist field of lift engineering. They design, manufacture, modernise, install & maintain all types of lift equipment from less able lifts, heavy duty passenger,

passenger/goods & goods only lifts.

Lift and Engineering Services prides itself on its ability to provide customers with a consistently high quality of service and innovative solutions.



### PROBLEM

Lift and Engineering Services directly employs a team of highly experienced mobile engineers. Driving value for the customer and improving efficiency have been two of the key drivers for operational excellence. Yet, the task of managing various multi-

location contracts throughout the UK requires considerable organisation both in task allocation, and the management of a complex fleet of vans. Lift and Engineering Services already used a system, but it was outdated, slow and expensive.

They were interested in how they could update their technology and drive efficiency. They began with the replacement of their fleet of service vehicles, with a view to reducing carbon emissions, and improving efficiency by monitoring mileage and vehicle misuse.

### SOLUTION

In 2009, Auto Tec installed Road Angel, the latest fleet management solution to some of Lift and Engineering Services' fleet. This unique tracker system offers the fleet manager unbeatable cost and control benefits. With key features that include market leading GPS/GSM technology, high quality mapping software, an intuitive web interface, and intelligent, real time asset management and reporting, Road Angel offers not only enhanced driver productivity, reduced overtime claims and effective monitoring of out of hours usage, it also delivers on employers' duty of care requirements. The company has been so impressed with the product, that they are rolling it out across the rest of their fleet. It is estimated that for an average fleet of 10 vehicles, using enhanced vehicle routing, elimination of private/unauthorised mileage and better allocation of vehicle jobs, fleet managers can realise substantial savings:

***For example: 10 vehicles saving 100 miles per week at £1 per mile = £48,000 p. a.***

*(based on 48 weeks)*

Prior to installing Road Angel, I was struggling to juggle all of the legislative, compliance and control issues associated with my fleet. I had frequent concerns with regards to duty of care and security, not to mention keeping on top of mileage records, warranties, servicing, road fund licences and MOTs! Road Angel collects and stores all this information electronically, and, at any one time, I can access a snapshot of the performance of my fleet, for easy management and reporting. This leaves me free to concentrate on improving service delivery in other areas.

**Dave Haywood**  
**Managing Director**

**For more information on the full range of products and services provided by Auto Tec, please visit [www.myvehicle.co.uk](http://www.myvehicle.co.uk) or call us on 01527 546582.**