



24/7 CUSTOMER
ASSISTANCE



VEHICLE UPTIME
MANAGEMENT



VEHICLE
COMPLIANCE



CUSTOMER
PORTAL



DEFECT REPAIR
MANAGEMENT



MAINTENANCE
SCHEDULING



REPLACEMENT
VEHICLES



TYRE REPAIR
AND REPLACE



TECHNICAL
SUPPORT



ROADSIDE
ASSISTANCE



VEHICLE
ADMINISTRATION



SMART
BASICS

Fleet Management



To some providers, the term 'fleet management' will simply cover scheduled maintenance and any unexpected repairs on your commercial vehicles. At Fraikin, however, fleet management means much, much more.

Our comprehensive 24/7 Fleet Management solution has been specifically designed to minimise the risks associated with commercial vehicle investment. Taking full advantage of Fraikin's digital solutions and connected fleet technology, it will help you control costs, improve operational efficiency and ensure your fleet remains compliant.

Packaged to fit your needs

We take a modular approach to fleet management, enabling everything from basic maintenance programmes to comprehensive cover, ensuring you get as little or as much support as you need.

Let us handle the day-to-day repair, maintenance, servicing, administrative burdens and more that all come with running your commercial vehicles, leaving you to focus on what really matters: maximising your productivity and profitability.

Fraikin Fleet Management customers can expect support with:

- ✓ **Compliance and cost management**
 - ▶ Scheduled maintenance planning
 - ▶ RFL (Road Fund Licence) services
 - ▶ Recall management
- ✓ **A full suite of online services**
 - ▶ Fully integrated defect reporting system
 - ▶ Vehicle history/documentation
 - ▶ Recharge authorisation portal
- ✓ **Tyre management**
 - ▶ Central or localised tyre management in order to provide planned and unplanned tyre replacement services
- ✓ **Standardised parts and labour**
 - ▶ National labour rates for planned or unplanned services, alongside collection and delivery
 - ▶ Provision of spare parts on either a factored or manufacturer basis
- ✓ **Glass replacement and repair**
 - ▶ Assistance with broken/chipped windscreens and specialist glass requirements
- ✓ **Roadside assistance**
 - ▶ Breakdown and recovery via our integrated network of roadside assistance partners

Delivering additional services

At Fraikin, we believe in providing a total fleet management solution, one that goes beyond simply vehicle service and maintenance support. Our Fleet Management option also offers a comprehensive range of additional services that allow us to provide seamless and fully integrated support to your business, including:

- ✓ **Vehicle build and technical support**
 - ▶ Alternative fuel consultancy
 - ▶ Technical and regulatory advice
 - ▶ Vehicle build management
 - ▶ PDI and delivery
- ✓ **Accident management**
 - ▶ Incident repair
 - ▶ Desktop and network assessments
 - ▶ FNOL (First Notification of Loss) management
- ✓ **Additional vehicle and asset hire**
 - ▶ Ad hoc hire availability
 - ▶ Seasonal peak support
 - ▶ Replacement vehicles
- ✓ **Technology and digital solutions**
 - ▶ Driver behaviour management
 - ▶ Tracking data
 - ▶ Proactive maintenance alerts
 - ▶ Fleet and driver performance analysis
- ✓ **Asset disposal management**
 - ▶ Decommissioning
 - ▶ Vehicle movement and removal
- ✓ **Dedicated account management**
 - ▶ Continuous improvement
 - ▶ Contract innovation
 - ▶ Relationship building

Connected support

Customers can also access a range of advanced telematics and camera equipment via our MYSMARTFLEET packages, which can monitor and improve driver behaviour, increase safety, reduce accidents, save fuel, lower CO₂ emissions and more.

Using this data, we will work with you to deliver a full suite of agreed Key Performance Indicators, helping to optimise your business through reduced costs while boosting your fleet efficiency.

In addition, our easy-to-use customer web portal, FraikinView, provides a complete overview of all scheduled maintenance work, allowing you to track progress to maximise vehicle uptime.

Proven track record

At Fraikin, we understand what is required to deliver leading fleet management services, whatever the vehicle type, mix or contract term, across sectors including:

- ▶ Home delivery and retail
- ▶ Government and public sector
- ▶ Construction and supplies
- ▶ Manufacturing and packaging
- ▶ Transport and logistics
- ▶ Wholesale and food distribution
- ▶ Healthcare and environmental

Our Key Performance Indicators

The following KPIs illustrate the level of Fleet Management support we have delivered to a key customer:

- ✓ Less than 5% VOR (Vehicle Off Road) – excluding scheduled events, but including damage repair defects
- ✓ Less than 40% VOR attributed to warranty or maintenance repairs
- ✓ MOT first time pass rate above 97%
- ✓ Servicing 100% vehicles on time
- ✓ Roadside attendance within 90 minutes
- ✓ Repair or replacement of a vehicle within 3 hours more than 95% of the time
- ✓ Presenting all charges within 6 weeks of completion date
- ✓ More than 90% of calls answered within 20 seconds

Our expert team, on hand to help

If you would like to know more about entrusting our expert team with your commercial fleet, simply get in touch and learn about the advantages of Fraikin Fleet Management: talk-to-us@fraikin.co.uk

If it matters to you, it matters to us... **YOU DRIVE, WE CARE**

