

Cut your fleet costs



“There’s never been a better time to get it right”



Managing
maintenance

FLEETsupport
GROUP

Someone you can depend on.

Time to get it right



Lord MacLaurin
Non-Executive Director
Fleet Support Group

Former CEO, Chairman Tesco;
former Chairman Vodafone

The cost of running a vehicle fleet for the majority of companies is typically the largest expenditure after payroll.

Therefore, in today's world where the value for money of every penny spent should be analysed, prudence is essential. Key to financial survival is marrying fleet requirements to the transport demands of the business – and not vice-versa.

That requires clear and decisive leadership where decision-making is focused around tried and trusted business principles and processes. Common sense disciplines must prevail. The harsh corporate world of today is no place for fleet policies that hark back to the excesses of yesteryear.

Therefore the management of fleet choice lists, vehicles, at-work drivers, journey scheduling and vehicle maintenance against a complex background that marries financial survival with legislative compliance and business efficiency and effectiveness demands expertise.

Only the focused will survive in a world in which the public and shareholders demand complete corporate transparency. There is no hiding place.

There has never been a better time to get it right.

What our customers say . . .

“The most important ingredient in a business relationship is trust. Without trust you don't have anything. Our dealings with FSG over many years have continued to grow because of that factor. It's a pleasure to do business with them.”

Martin O'Sullivan
Dun & Bradstreet

“I have been using the FSG maintenance service for many years. I have always been impressed by the willingness of the FSG team to work with me to identify objectives and then deliver the services necessary to achieve the results.”

Michelle Acton
Chubb



Managing maintenance

with

SERVICEmaster

What our suppliers say...

"FSG is an excellent company to do business with. They are professionals like us and pride themselves on giving their customers the best they can.

With Masterserve everything is crystal clear so there are no grey areas and hence no payment queries which makes our lives a lot easier."

David Whittaker

Whittaker Fleetcare Ltd, Birmingham

"I've been part of the Masterserve network for almost 20 years. They treat their suppliers as partners, keep us involved in all developments including an annual workshop and importantly pay us on time. They are unique within the fleet management industry."

John Scollen

Brown & Rose, Leeds



Customer case study **Network Rail**

"Safety is paramount which is why I have adopted a zero-tolerance approach to vehicle maintenance.

We will not use poorly-maintained or unsafe vehicles. Cars and vans can be expensive killing machines if not serviced and kept in the best condition. Our task is to eliminate risk through



But what makes FSG stand out even further than its rivals is our own 24/7 control centre dedicated to looking after the interests of our fleet customers and their drivers. Help and advice is always just a call away – with a friendly, human voice taking control of your situation.

There's never been a better time to get it right.

Masterview: seeing is believing

Thousands of company car and van drivers are abusing their vehicles, putting their employers in breach of health and safety legislation and inflating fleet operating costs.

How do we know?

It is because our Masterserve garages are equipped with **Masterview**, our unique remote visual verification service that enables us and you to see real-time images of vehicle condition via the internet. The service provides a visual audit of the condition of every vehicle on your fleet.



A video link allows our maintenance experts to view live pictures via a broadband link. When vehicle abuse is detected, fleet managers in charge of the damaged vehicles are informed and shown the evidence.

And just to reinforce standards they all abide by our Fair Trade Charter – no ifs; no buts. Transparency rules so there are no hidden surprises when the bill is delivered.

Proven cost control, simplified administration and guaranteed standards of workmanship are among the reasons why numerous blue-chip companies and SMEs use FSG's **ServiceMaster** maintenance division.

For more than two decades our customers have benefitted from the financial and service advantages

offered by our nationwide network of professional, independent garages.

Strict accreditation and frequent checks to ensure compliance means that our network of independent

Masterserve garages is

synonymous with best practice, quality, reliability and professionalism.

And just to reinforce standards they all abide by our Fair Trade Charter – no ifs; no buts. Transparency rules so there are no hidden surprises when the bill is delivered.





Chuck Ives
Head of Fleet
Network Rail

What drivers say...

"I am very impressed with the service provided by your Masterserve garages – they are always friendly, helpful and obliging. It's reassuring to know my car is in safe hands."

Lisa North
Office Depot

"Fleet Support Group always provides me with a first class service."

Angus MacLeod
Travis Perkins

"I was extremely impressed with how quickly the service was arranged, including the valeting and tyre replacement."

Joanna Smith
Argos

"Can I thank you and your company for the terrific service I have received over many years, it is rare these days to deal with such helpful and professional staff."

Bill Henry
National Air Traffic Services

"Your Masterserve garage gives the most efficient service I have ever experienced in my 40 year driving career."

Kenneth Hillyard
Network Rail Infrastructure

"Very efficient – this is the first time I have used your service and I could not fault it. Thank you!"

Nick Colman
Chubb

tight controls and effective management. That's why we chose FSG to be our maintenance partner. By working closely with them we have developed disciplined and managed processes that reflect a genuine partnership.

By adopting a zero-tolerance maintenance attitude across our fleet of more than 8,500 vehicles we have achieved a 30% reduction in accidents and a significant drop in fleet costs.

We constantly monitor data and information which is why vehicle reliability is at an all-time high. As a result, maintenance costs have fallen dramatically as preventative maintenance processes have taken effect.

Driver culture has changed as a result. They know their vehicles are being monitored and acknowledge the need for regular maintenance.

All vehicle fleets should adopt this common sense approach to vehicle maintenance. By choosing FSG we have satisfied that objective."

Masterview samples

This vehicle was recovered in, the driver having reported hitting a kerb.



Damaged wheel and tyre



NSF steering rack arm, bent by the impact when this car hit the kerb



NSF suspension assembly is pushed to the back of the wheel arch, resulting in damage to the wing

On viewing the live pictures, fleet managers are invariably horrified at the condition of their vehicles. They then use Masterview to police the situation thereby improving their duty of care remit and saving their company money.

- **24-hour control centre**
- **all calls answered within 12 seconds average**
- **online bookings/driver portal**
- **non-franchised independent garages**
- **national fixed prices**
- **manufacturers' original parts and schedules**
- **vehicle collection and return**
- **unique job coding and self-billing system**
- **all work fully authorised**
- **all suppliers and work continuously monitored**
- **suppliers adhere to the Fair Trade Charter**
- **Masterview remote visual verification system**
- **online capability**

Someone to depend on



Geoffrey Bray
Chairman
Fleet Support Group

I founded FSG in 1987 with three core objectives:

- to deliver exceptional service
- to reduce vehicle operating costs
- to simplify fleet administration

Today, those objectives continue to be the mantra of FSG as we work with small, medium and large businesses to provide unbiased advice on the effective and efficient management of drivers and vehicles.

By adhering to our founding objectives, FSG has steered clear of high-risk growth strategies. We are independent and proud of it, and this means that our advice is totally unbiased.

Our company has a strong balance sheet, experienced management team and is ideally placed to help companies through this economic crisis. Our existing customers have all got a tale to tell of how FSG has saved them money. Let FSG work with you – we will not let you down.

There has never been a better time to get the management of your vehicles and drivers right.

A handwritten signature in black ink that reads "Geoffrey Bray".



Cut your fleet costs today!

Financial engineering to create a value is dead: identify your real risk then manage it.

FSG has produced an **Action Plan** to tackle all issues where drivers and vehicles influence cost.

The 5-step Action Plan is **guaranteed to reduce your fleet costs** when FSG products, services and programmes are implemented.

For a copy of the **Action Plan** booklet please contact FSG on **0844 8000 700** or by email at enquiries@fsguk.com.

Doing what we've always done: taking out cost

ServiceMaster from FSG is one of six operating divisions that cover many of the management requirements for company vehicle fleets.



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