

# Carillion Fleet Management looks to save £2 million on annual fleet costs



## Benefits include:

- > 85% of Carillion's billing is now electronic resulting in a vast reduction in administration and printing costs
- > 50% of the departments at Carillion Fleet Management are working in a paperless environment
- > Fully integrated and automated invoice matching with Carillion's tyre replacement supplier resulted in a 17% reduction in maintenance authorisation calls and a 14% reduction in supplier invoice processing.

Carillion Fleet Management, a division of the UK's leading support services provider Carillion plc, believes it could make a substantial £2 million saving on its annual fleet running costs through pro-active asset management. The company has created a sustainability model using fleet data captured within Tranman, its fleet management software from Civica, to analyse and forecast the saving.

Tranman plays a pivotal role in the running of the 10,000 vehicle fleet operation and through its web portal technology offers direct access to Carillion's suppliers and customers.

Angus Heward, Business Development Director for Carillion Fleet Management explains, "The Tranman web portals give direct access for insurance claims processing amongst many other features, which has massive implications for process time reductions, claims are settled very quickly as the information is directly available."

"At Carillion we take our corporate and social responsibility seriously, a fact reflected in our involvement in business in the community and achievement of top sector position in the Sunday Times Socially Responsible Businesses league table. Many fleets are reactively considering their responsibilities in line with the proposed corporate manslaughter legislation, however there is a far bigger picture of social responsibility. The responsible way is far more pro-active and is about managing your assets properly to deliver tangible results. Tranman contributes to sustainable fleet efficiencies through cost savings, data collection and development of reports, we can identify who is the best tyre manufacturer to use, and in a wider environment know how much rubber we are using."

Since 2001 Carillion has worked with Civica to create a unique fleet support system. The modules in this highly customised version of Tranman Series 7 include; new vehicle ordering (interfaced with CAP data), vehicle disposal; work authorisation (interfaced with Maintbook data), driver offences; "How am I driving?" feedback; daily rental; daily rental accident damage; invoice query management; customer satisfaction surveys, and complaints management along with key fleet management modules.

The accessibility of its fleet data has enabled Carillion to reduce some of the timely processes that usually exist in a large fleet operation.



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"The interactive web portal has 63 external users, including customers and suppliers." Angus explains.

"It has resulted in a vast reduction in telephone queries and allows our employees to work smarter, focusing on service provision rather than call taking. It helps us show potential new customers that we are forward thinking and can offer greater benefits, raising service standards and reducing costs for our customers. We have achieved an additional 20% reduction in administration using system automation and efficiency."

Carillion is currently investigating the possibility of automating its daily rental supplier invoice processing administration and is targeting a 96% reduction in manual transaction input.

Angus adds: "Our focus on extraction of process costs and automation delivers significant back room savings for our customers. This, combined with the work we have done in modelling best practice, has contributed massively to the construction of our fleet sustainability model. The model looks at all of the impacts of fleet operations, demonstrates best practice and then defines a strategy to achieve this. Carillion plc, Carillion Fleet Management's largest customer stands to extract more than £2.2m per annum from its fleet operational costs by using this model, whilst also significantly reducing its operational environmental impact."

Carillion Fleet Management Interactive Systems

Home  
Accident Enquiry  
Vehicle Mileage Update  
Daily Rental Enquiry  
Vehicle Details Enquiry  
Movements Enquiry  
Invoice Enquiry  
Vehicle Maintenance  
New Vehicle Enquiry

**vehicle details enquiry**

Vehicle **DU02GHF** is currently at status **ONH**

Reg. No:	DU02GHF	Manufacturer:	TOYOTA
Model:	AVENSIS	Vehicle Description:	2000 1.8 VVTi CDX 4dr
Body Type:	SALOON	Vehicle Class:	CONTRACT HIRE - CAR
Driver:	SMITH, C D	Reg. Date:	26/03/2002
Customer:	CARILLION CONSTRUCTION LTD.	Lease End Date:	28/04/2005
Grade:		Vehicle Status:	ONH
Cost Code:	H0X1711	MOT Expiry:	26/03/2005
Current Odo:	46,821.00	Current Odo Date:	21/04/2004
Radio Code:		Key Code:	T08242
CO2 Emissions:	176	Bik Value:	17,615.50
Fuel Type:	PETROL	Road Fund Licence Expiry:	31/03/2005
Colour:	CARLO BLUE	Transmission:	MANUAL
Engine Size:	1,794.00	Contract:	H28646

To view images associated with this vehicle click here [View Images](#)

### System benefits continued:

- > The electronic data interface has resulted in a vast reduction in administration and printing costs. The ability to pay bills within five working days of receipt of invoices and a reduction in customer queries due to cost centre and employee validation against each hire contract which ensures 100% billing accuracy
- > Documents are scanned in and saved against vehicle or contract records, speeding up access to the information and reducing office storage space. Web portals allow suppliers and customers to view supporting documentation, enabling a claims processor or line manager to log in and make a vehicle or accident enquiry or invoice validation request
- > Carillion's tyre supplier generates approximately 5,500 maintenance invoice transactions per month. The interface between the tyre supplier and Tranman is now totally automated with outsourced phone calls, and one consolidated file transfer per month containing re-charge costs calculated by Tranman, that generates a payment transaction.

### About Civica

Civica Group Limited ([www.civica.co.uk](http://www.civica.co.uk)) is a market leader in specialist systems and outsourcing services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, social housing, education, healthcare, enforcement and other regulated markets. The group supplies more than 1,800 customers in the UK, Australia, New Zealand, Singapore and the USA, including 94 per cent of the UK's local authorities.



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