



## Making Volkswagen's world easier for company cars

### Case study Volkswagen Group

It's one of the youngest and most glamorous fleets in the country and this summer it adopted a new dedicated fleet management system.

The Volkswagen Group operates a fleet of Audi, VW, Seat and Skoda cars on behalf of more than 4,500 employees.

Qualifying employees are entitled to order and specify vehicles, with the cars then being built and delivered into the UK. It is a huge operation involving the turnover of 11,000



vehicles a year – replacement cycles are generally six months.

Up until July, the relevant processes were operated by complicated and disparate systems involving varying formats, including paper-based documents and digital spreadsheets.

For the past four months, however, VW has used Chevin Fleet Solutions' FleetWave system and has consolidated its former processes into a single web-based solution, accessible by all group services staff across all VW sites.

Robin Slough, head of vehicle operations for VW Group Services, says: "Since introducing FleetWave, the consolidation of internal system processes has removed duplication of effort and significantly reduced data entry time.

"FleetWave also means a higher level of data visibility, which reduces

the potential for error and lost time.

"Group services are now much more responsive, which allows us to react quickly and focus on the results, rather than the processes."

FleetWave has already reduced system overhead and operating costs and software costs. It is also providing VW employees with transparent, accessible processes, and much improved communication, as relevant information can be disseminated electronically via email, text and hard-copy letter.

The system covers new vehicle orders, building schedules, pre-delivery inspections, vehicle hand-back and handover appointments, returned vehicle damage invoicing and future replacement vehicle order forecasting. It also interfaces between the VW factory mainframe system and external systems such as BCA inspection PDA terminals.

### The Challenge

Managing the annual vehicle fleet for the 4,500+ Volkswagen Group employees in the UK, across multiple brands including Audi, Seat and Skoda is no mean feat.

In brief, qualifying VW Group (VWG) employees are entitled to order and specify vehicles, with the vehicles then being built and delivered into the UK market place. The process generates various records relating to the turnover of 11,000 vehicles per annum.

Up until recently these processes were particularly difficult to operate by complicated and disparate systems involving a number of varying formats including paper-based documents and digital spreadsheets.



## **Making Volkswagen's world easier for company cars**

### **The Solution**

VWG researched the asset management software market and selected FleetWave from Chevin Fleet Solutions to consolidate all existing processes into one easy-to-use, web-based solution that is accessible by all Group Services staff across all VWG sites.

FleetWave went live at VWG in July 2009 and has already greatly increased productivity by enabling additional data capture and allows a single system overview of all business process critical data. The system covers new vehicle orders, building schedules, pre-delivery inspections, vehicle handback and handover appointments, returned vehicle damage invoicing and future replacement vehicle order forecasting.

The VWG FleetWave system also interfaces between a number of systems including the VWG factory mainframe system and external systems such as BCA inspection PDA terminals to allow the transparent flow of vehicle order data.

Crucially, FleetWave also enabled VWG to speed up communication, as relevant information can be disseminated electronically via email, sms and hard copy letter, keeping the end user updated through out the whole order process experience.

### **The Results**

In the four months since its installation FleetWave has not only reduced system overhead costs, system operating costs, software costs, but also provided VWG employees with transparent, accessible processes that enhance their user experiences.

Robin Slough Head of Vehicle Operations for VWG Group Services confirms:

*"Since introducing FleetWave earlier this year, the consolidation of internal system processes has removed duplication of effort and significantly reduced*



## **Making Volkswagen's world easier for company cars**

*data entry time. FleetWave solution also means a higher level of data visibility, previously not available, which in turns reduces the potential for error and lost time. Group Services are now much more responsive which allows us to react quickly in an ever changing market and are now able to focus on the results, rather than the processes."*

Moving forward, VWG and Chevin Fleet Solutions are now looking at how the full functionality of the FleetWave system can be utilised to further improve the Group's internal processes and communications.