



EPS TRANSFORMS FLEET OPERATIONS

EPS (ENVIRONMENTAL PROPERTY SERVICES) LTD FACED MANY CHALLENGES, INCLUDING PROVIDING DUTY OF CARE COMPLIANCE, STREAMLINING INTERNAL PROCESSES, PROVIDING INFORMATION FOR STRATEGIC MANAGEMENT AND REDUCING GENERAL FLEET RUNNING COSTS.

EPS is a Kent (UK) based complete property service specialist. Working with clients from both the public and private sectors, EPS manages long-term property projects, carries out on-going building maintenance work and installs utility supplies to client premises. With over 300 highly skilled field operatives working across a wide range of trades, EPS responds to 100,000 service calls each year for over 50,000 home and business addresses.

Client Challenge

EPS had previously used telematics to track and trace operational service engineers. However, with company growth in areas including reactive and scheduled job allocation, the requirement for a more advanced solution became apparent. The new platform would take EPS beyond entry level vehicle tracking to a system that would provide real-time vehicle information as well as meaningful management data.

With rising field worker numbers and growing legislative pressures, such as Duty of Care regulations, EPS would look for a solution which would take the complexity out of compliance and further manage driver behaviour.

EPS had been looking for ways to further leverage competitive advantages through the enhancement of organisational processes – one such area for consideration had been vehicle stock control which linked to vehicle locations. The EPS Fleet Department needed to be confident that engineers are deployed – with not only the correct skill set – but also the correct tools and stock to complete jobs.



The Solution

As a second generation telematics user, EPS saw how telematics technology had advanced and were excited to see how truly accurate vehicle data could transform fleet operations and positively impact other areas of the business – from payroll and HR operations to customer services.

Bruce Tee, Group Fleet Manager at EPS outlines how Cybit's Fleetstar-Online application has become integrated with EPS existing processes.

"Our previous track and trace solution gave basic vehicle location information, but EPS had experienced a period of significant growth and we needed a solution that would have the capacity to continue to grow with us. We saw in Fleetstar an application that would give us comprehensive highly accurate data which we could work with to fully manage a growing team from an operational level right through to a HR and strategic perspective".

Compliance without Complexity

With increased Health and Safety, Duty of Care and Working Time Directive legislations being passed, EPS saw the implementation of Fleetstar as an opportunity to enhance existing compliance practices across the business. Fleetstar's full range of reporting functionality means that managers are given total visibility of driver hours, speeds and driving patterns.

"Our responsibility to adhere to corporate compliance extends throughout EPS and is particularly prominent across our mobile workforce. We take our duty of care very seriously and the information that is gathered, stored and presented by Fleetstar means we have instant access to high-level vehicle and driver information – making sure that we continue to act responsibly and our mobile workforce are only working within legal and government recommended limits".

As well as addressing Health and Safety issues, Fleetstar has also given EPS the tools needed to comply with employee Taxation legislation, resulting in some significant cost savings.

"EPS operates a 'no private mileage' policy and as a result we are required to produce evidence to the Inland Revenue that this policy is adhered to across the company vans used by our mobile workforce. The ability to prove not only where a company van has been driven but also when it was used has kept down our Benefit In Kind payments. Had we not had Fleetstar we may have incurred a hefty backdated National Insurance bill".

Building on Customer Service

"Telematics has evolved into such an integral part of our business that its applications have spread through into other EPS departments, including our Customer Service Team. We allocate over 500 reactive and scheduled jobs to our mobile workforce each day so having the visibility to see the vehicle movements in real-time has supported our Customer Service team in giving accurate ETA's".

Fleetstar has also helped EPS in winning some contract work which specifically requires Telematics as part of the operations.

"Our customers come to EPS because we are trusted and have built an excellent reputation which we are very proud of. We actively promote our deployment of Fleetstar as our Telematics platform – to support and reassure our customers that we are in control of our operations and therefore the service we provide them".

Savings across the Board

The impact that Fleetstar has had across EPS is reinforced by the tangible cost savings that have resulted from the implementation. The right vehicles with the right tools and driver skill sets are deployed straight away for reactive work. This reduces duplicate or

wasted journeys and streamlines the planning process EPS carries out on scheduling jobs. "Fleetstar has given us immediate access to critical vehicle and driver information which means that we are fully equipped to only deploy vehicles with the correct tools and mobile workers with the right skills to complete work – it is no good sending a plumber to do an electricians job!"

EPS has reported some significant savings. A target area had been fuel reductions, by streamlining job allocations and reducing duplicate and unnecessary journeys. In total, EPS had pulled back over 500 miles across the group which is reflected in fuel cost savings of around 10 percent. Other savings have been made through Payroll processes; by verifying driver timesheets – start and finish times – EPS can now support claims and drivers can be recognised for legitimate extended working.

"We have been delighted with the cost savings we have seen as a result of implementing Fleetstar. Through telematics we have fine tuned our fleet operations and have certainly reaped the rewards as well as reducing our Carbon Foot print which is something EPS very conscious about."

Looking to the Future

EPS looks to continue their telematics journey with Cybit, building on an established relationship and moving forward with Fleetstar as EPS continues to grow. "Our relationship with Cybit has been strong for a number of years, the professionalism and support we have seen has been very encouraging. Cybit have really delivered on providing us with a top level telematics solution and look we forward to developing new process through the implementation of extended Fleetstar modules."

Article submitted by Cybit. For more information, visit www.cybit.co.uk.