

## CUSTOM FLEET

Custom Fleet have been a premier fleet management group in Australia for over three decades. Pioneers in fleet technology, they have launched and floated multiple companies as well as software systems that revolutionise how fleet is managed globally (FleetCard, LeaseBase, etc.). Formally a crowning jewel of GE Capital, Element was inducted into the Element Fleet Management family to make it the biggest fleet company in the world.

Owning just one car can be a stressor on its own, considering routing of fines, registrations, tolls, invoices, recalls, sales, purchasing and disposal, and Custom Fleet routinely performs millions of transactions each month under their portfolio which contains thousands of customers and hundreds of thousands of vehicles.

## SOLUTION REQUIREMENTS

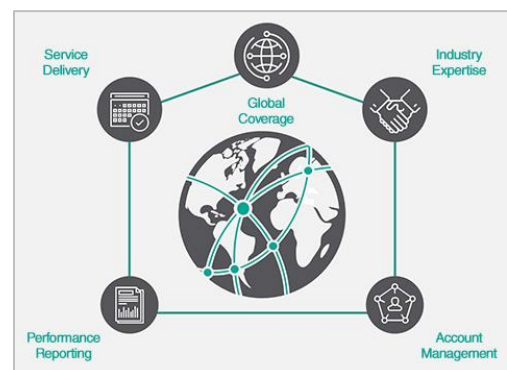
Considering the sheer volume of transaction-related paper and email communications per month, if just one of those transactions went awry it could result in over 10 million dollars in liability. Custom Fleet needed an enterprise-grade solution, which could increase their ability to capture errors, without introducing additional risk. With the diversity of problems, they also needed something agile that could manage fines, registrations, tolls, invoices, registration payments, sales, purchases and disposals, without increasing organisational complexity.

## SOLUTION AND OUTCOME

Following a free proof of concept and selection, Evolve was able to tailor Custom Fleet's automation solution to create a system which could highlight instances which needed close human attention, increasing efficiency and enabling them to do with one person what they had previously needed eight team members to complete. Evolve's systems allowed them to completely re-focus operational tasks and individualise customer service. Custom Fleet are now able to offer unparalleled risk mitigation to their customers, and for the first time, truly customise their fleet management simply, easily and without increasing the operational overhead.

## HOW WE EVOLVED THIS BUSINESS

- Tailored, simple solution
- Quick implementation of POC and resulting customised solutions
- Automations increased efficiency
- Reduced risk of human error
- Unparalleled risk mitigation
- Reduced operational overheads



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