Europcar

BACKGROUND

Europcar are a world leading brand in vehicle rental, the Europcar green can be held alongside Cadbury purple in Australia. With the iconic status comes a mass of both demand of service and the operational overhead of vehicle management. Fines, registrations, transparency and modern payment solutions are just small parts of this overhead and while this is similar in all countries, Australia is that little bit more difficult when it comes to our road safety. Like most companies the solution was simple, throw people at a job they didn't want to do.

REQUIREMENTS

Europcar needed an enterprise ready method to make the rental volumes more scalable without the additional operational burden. A solid, industrial grade solution that aligned to the needs of the customers and the business alike. They needed a proven solution that would evolve with their needs as government demands changed. They also wanted a single supplier with a depth of knowledge and experience to complement their own. A company to help with Automation, Development, Software choices, Consulting, Industry IP and Technological Guidance.

SOLUTION AND OUTCOME

The solution was Evolve. For over 15 years now, Evolve have been symbiotic partners with Europcar to deliver everything from our own people to software, to SAAS licensing, and strategic guidance. We have optimised their Infringement management, Registration management and payment, customer experience, technology delivery, future vision, and bespoke development. Our long-term engagement has been one of the great successes in automotive excellence. Not only have Europcar thrived in a competitive market, they also have one of the lowest cost to scalability in rental companies software can deliver. Our people are mistaken for theirs, and their names echo around our walls as much friends as they are partners. Our relationship although personally connected is based on the continued savings provided by our knowhow and ingenuity. We demand the challenge and Europcar never fail to provide it.

EVOLVE INFORMATION SERVICES

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