GoGet

BACKGROUND

GoGet are a ubiquitous car service seen all around the country that allows people simple tap/scan/go system through your mobile phone to grab a car that's parked in a space around the neighbourhood, get in and go without even thinking about it. You can book these cars, pre-reserve them or simply walk up to them when you need them. They're a service that's synonymous simplicity and convenience. The problem they had was that that simplicity and convenience also results in multiple people driving multiple cars every day and if just one out of hundreds of people gets an infringement, you can be talking thousands of infringements or registration issues per month. The simple nature of GoGet they needed to find the driver, pull fines out of the company's name and make sure details were processed as fast as possible to ensure the driver was aware if anything had gone wrong. They had both a HR and OH&S requirement as well as all the standard auditory requirements of a fleet company managing a fleet in their own name. The paperwork was horrendous compared to their simple streamlined business model.

REQUIREMENTS

GoGet needed an easy, simple to apply and streamlined system that aligned to a tech-savvy, brilliant company like themselves. They needed easy access to users, a holistic approach that protected them from bureaucratic and administrative errors that cost the company thousands of dollars as well as the protection and speed to notify their valued customers of something that no company wants to tell someone about, which is a fine.

SOLUTION AND OUTCOME

Evolve approached GoGet as probably the smallest boutique customer we've ever approached, hoping our value prospect was good for them with the smaller fleet size they have by comparison to the super-giant fleet companies our enterprise solutions usually accommodate for. We were surprised that all of our solutions and the models we provide them with, fit the GoGet model. Not only did they streamline the processing efficiencies and audit requirements, they were cost-effective and affordable enough for the smaller and streamlined business size with small overheads that GoGet represented. The Solutions went in without a glitch, they were plugged in to the main management systems and provided all levels of service that GoGet would expect. So much so, that they partnered with Evolve to become one of their very happy clients.