

## TOYOTA FLEET MANAGEMENT

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Toyota are a global giant, a recognisable name on every corner of the planet. They are the company that literally wrote the book on just-in-time, lean and efficiency. In fleet management they are both agile and effective – however for a period, there was only so much efficiency that could be achieved while dealing with a dispersed fleet.

In a fleet, every customer, every car, holds a unique and specific set of requirements to be managed. Documents come through randomly, arriving from a variety of sources and the organisation of this information into meaningful and effective vehicle management is not easy to run. It does not follow the simple lines of effective vehicle construction, nor does it follow the usual lines of just-in-time management as things show up when and how they want to.

## SOLUTION REQUIREMENTS

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Toyota needed a solution that would cater to the risk demands of global giant companies. It needed to account for the risk associated with vehicle management. Specifically, the extreme risks involved infringement and registration management. Risks that impact both insurance and customer service. Toyota needed a solution that would be easily customisable to each customer, could handle high volume and would propose the lowest risk possible.

## SOLUTION AND OUTCOME

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Following a free proof of concept and selection process, the team at Toyota installed Evolve's automation suite and customised it to one of their major clients. The results were immediate; they quadrupled the flexibility of management and reduce the administrative burden by 80%. It is now the solution of choice that defines that customers engagement with Toyota and keeps them coming back for more.

## HOW WE EVOLVED THIS BUSINESS

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- *Completely customised automation*
- *Dramatically increased management flexibility*
- *Reduced administration by 80%*
- *Redefined their customer's experience*
- *Streamlined processes*