

Hope for tomorrow



Introduction

Hope for Tomorrow is a dedicated charity, bringing cancer care closer to patients' homes via its 10 Mobile Cancer Care Units (MCCUs), which currently offers its services to patients in Gloucestershire, Somerset, South Wiltshire, Hampshire, East Kent, Lincolnshire, Cornwall, West Suffolk, East Essex and London/Surrey.

Its fleet consists of 12 mobile chemotherapy units (10 in operation, two in reserve) and 17 cars, and is managed by Hope For Tomorrow's operational team, who prior to using FleetCheck, had no fleet management experience and are also responsible for several other key roles within the charity.

How FleetCheck helped

Gradually the role of looking after the fleet had grown into a full-time job. There were no proper processes in place and using spreadsheets and Outlook reminders had become unmanageable. Simple tasks, such as keeping track of tax renewals, were taking far too long and things were getting missed.

It was via an unrelated conversation between one of Hope for Tomorrow's patrons and a friend, who also happened to work for FleetCheck, that it became clear FleetCheck could bring some order to the chaos and so a very happy client / supplier relationship was born.

Whilst other systems they had considered were too expensive and offered more functionality than they would ever need (or could manage), they found that FleetCheck could be tailored to deliver the specific tools that they required.

Gradually, all key driver and vehicle documents were collated and uploaded into FleetCheck and proper processes were created. Using the traffic light alerts, key dates could easily be scheduled. The FleetCheck team were able offer advice and guidance and Hope for Tomorrow quickly became their own fleet experts.

Results and ROI

Hope for Tomorrow now have all their fleet related documentation in one place and no longer need to trawl through spreadsheets looking for vital bits of information. Everything is now recorded so there is a complete audit trail of activity, from service and maintenance, to invoices and driver information. Even pool car bookings can be made through the system so are no longer double booked.

The traffic light alerts keep everything on track, compliance is ensured, and the team has added a higher level of professionalism to its approach to fleet management. Their processes are far more efficient, saving Hope For Tomorrow time and money. In the words of Jayne Foster, operations co-ordinator, "The system is so easy to use and the guidance and expertise we've received from FleetCheck is second to none."