

# Case Study



## Introduction

Established in 2005 and now an industry leader, Pivotal overcome cash management challenges with their leading-edge solutions. They focus on understanding individual business requirements and delivering tailored solutions to match. Their solutions include Cash Management, Cash and Valuables in transit, Coin and Note Supply, ATM Services and Foreign Exchange POS. They have invested in the highest accreditations and memberships to ensure they operate at an optimum level in every area. Pivotal's premier infrastructure ensures seamless solution delivery; leading real time management information and reporting models allowing clients to monitor performance. At Pivotal they value an open, transparent, and highly collaborative approach to developing solutions that will produce enduring value for businesses of all sizes as they continue to evolve.

## Challenges

Pivotal used to be very paper heavy reliant when it came to managing its fleet. They had no system to keep accurate records on each vehicle or have an overview or reminder of service dates. Unfortunately, several of their vehicles had been sent to the wrong suppliers, servicing dates were not recorded or missed, and each depot had their own form of record keeping which was not visible at our Head Office. Therefore, they needed a system that could be used by all their depots for a consistent depot-wide approach that was visible to all managers and directors. It was also an important factor that Fleetcheck communicated with their telematics company and licence check provider.

## How FleetCheck Helped

Operationally Pivotal's fleet is now a much safer and compliant fleet. Drivers carry out a walk around check on the Fleetcheck App, so they are sure any issues are being highlighted, investigated and rectified. Accidents can also be reported immediately through the App and allows a much quicker turnaround in providing information to their insurance company.

All vehicles are inspected in time and they have a great overview of the money that is being spent on maintenance. The system has also enabled Pivotal to make cost savings on the provider they were using and pick up on any discrepancies in invoices. Pivotal's customer service levels have greatly increased due to less time being spent on manual record keeping.

## Results and ROI

Pivotal have been able to recognise vehicles that require maintenance through an immediately available walk around check. They can recognise when a vehicle is no longer cost effective as well as identify when leased vehicle's may potentially be over the permissible annual mileage allowance and adjust the vehicles usage accordingly.

Pivotal have been able to identify discrepancies in invoices i.e., work being carried out previously and being carried out again quickly afterwards. They now have a definitive record of vehicle finance costs, running costs, MOT, tax renewals etc. rather than relying on excel spreadsheets.

Fleetcheck allows Directors and Finance Managers to run excellent financial reports

"I would recommend Fleetcheck to any other Transport Company. We have found the implementation and the use of the system very straight forward and the staff extremely helpful when we encountered any teething issues the company. We are confident our fleet are now safer and more compliant with O-Licensing requirements." – Charlene Quayle, Operations Analyst at Pivotal.



Call 01666 577928 to see how FleetCheck can help your business today.

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