



Case Study

London Borough Tower Hamlets

Eliminating Unexpected VOR Issues Across a 350 Vehicle Fleet

The **London Borough of Tower Hamlets Council** faced challenges consolidating information across their diverse essential services, leading to frequent operational disruptions and unexpected Vehicle-Off-Road (VOR) incidents. Seeking a more efficient fleet management solution, they discovered FleetCheck—exceeding their expectations in both **efficiency and control**. With real-time scheduling, custom alerts, and seamless cross-team collaboration, they were able to eliminate unexpected VOR issues and **optimise their fleet operations**.



“ The usability of FleetCheck is right on top, as well as the support you get during your contract ”

Saad Miah | Fleet Coordinator | London Borough Tower Hamlets

About London Borough of Tower Hamlets:

Industry	Council	Location	London
Fleet size	350 vehicles, 600 drivers	Tags	Fleet Management, Operational Efficiency, VOR rectification
Fleet mix	Refuge trucks, cage tippers, specialized road sweepers, 3.5 tonne vans	Products	FleetCheck Professional and Licence Assured



Why FleetCheck?

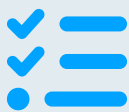
Before adopting **FleetCheck**, they relied on a different fleet management system to oversee their operations. However, it required significant time and effort to input data daily, prompting Saad, the Fleet Coordinator, to seek an alternative solution. He was clear that FleetCheck stood out due to its **intuitive usability and straightforward interface**.

In addition to its functionality, Saad and the team valued the **exceptional communication and support** provided during onboarding and throughout the contract term.

“ One of the key features I looked out for was usability and the interface. When we came across FleetCheck, that was a huge eye opener. It was different from the rest. I thought it was very clear, straightforward, and simple. ”

Saad Miah | Fleet Coordinator | London Borough Tower Hamlets

The Challenges: Reducing Operational Disruptions and Inefficiencies



Difficulty Consolidating Information

Managing data for tasks like insurance claims and vehicle maintenance was cumbersome, relying heavily on paper records and spreadsheets. Finding necessary details for third-party representatives required searching through filing cabinets, mechanics, and office records, delaying response times.



Inconsistent Spreadsheet Accuracy

Spreadsheets often required repair due to inconsistent user expertise in Excel. Errors in formulas or data entry can lead to inaccuracies, forcing Saad to spend additional time fixing issues, diverting him from other critical fleet management responsibilities.



Unexpected Operational Disruptions

Outdated or difficult-to-access information caused oversights, such as TG99 bans (temporary vehicle prohibitions) and missed MOT or permit expiration dates. These lapses resulted in costly operational disruptions and unexpected Vehicle-Off-Road (VOR) events.

“ When I started, we were pretty much paper based. The main challenge was trying to gather all that information together in a single place and to be able to access the information really quickly. ”

Saad Miah | Fleet Coordinator | London Borough Tower Hamlets

The Solution: Customisable and Easy-to-use System

FleetCheck Professional and LicenceAssured have streamlined fleet management for Saad and the team, improving scheduling, compliance, and communication.

With dynamic and static service scheduling, FleetCheck serves as their centralised planner, keeping operations organised. Automated alerts have replaced spreadsheets, and the ability to customise and leave notes on the system has been game-changing, ensuring seamless collaboration.



It's very simple to use. We needed a central database for scheduling, and FleetCheck delivers that perfectly—it's crucial for our clients' compliance.

The great thing is the ability to customise. Rushana recently set up customer alerts for parking permits. That was on spreadsheets before.



Saad Miah | Fleet Coordinator | London Borough Tower Hamlets



The Impact: Optimised Fleet Operations and Compliance

1

No more unexpected VOR

Since using FleetCheck, we have not had any more unexpected off-road vehicles.

2

Recognised compliance

FleetCheck is our main source for compliance data now. We are working towards our Earned Recognition Accreditation and FleetCheck has really been at the forefront of this.

3

Seamless cross-team collaboration

When an accident claim comes in for a waste vehicle, our waste department can now send the relevant information directly to our insurers. With all the details readily accessible in the case history, my colleague can take over any third-party communication. This is a significant improvement from the old process, where I'd have to take down phone numbers, search for information, and wait on hold before getting through.

4

Refined operations for maximum efficiency

We're now able to produce reports for the team on their expenditure, and work to schedule optimal times for vehicle servicing and maintenance, minimising disruption to their service.