

Leasedrive gears up to improved information delivery & reporting



As one of the the UK's leading service-based systems integrators and providers of business process solutions, Panacea delivered the following benefits to Leasedrive:

- *Web-based accessibility extends availability of business information to customers to 24 x 7.*
- *Real time data delivery enhances information accuracy for improved customer service.*
- *Significant internal cost containment through saved time and resources.*
- *Substantial value add and competitive advantage leveraged through culture of customer 'self-help'.*
- *Client engagement maintained through relevant, dynamic, content enabled by 'push' technology.*

Based in Crowthorne, Berkshire, the Leasedrive Group is one of the largest independent, privately-owned vehicle management groups in the UK operating through two subsidiary companies to deliver a wide range of high quality, outsourced fleet management services.

In 2003, Leasedrive was presented with an excellent opportunity to review and transform its IT systems following a management buyout. They opted to further improve their existing IT systems by putting into place innovative and pragmatic technologies to assist both their levels of customer service as well as streamline internal business reporting processes.

Leasedrive identified a clear business need to migrate away from their legacy core financial and operating systems, integrate their mainstream vehicle procurement system and leverage the power of the Web to enhance customer engagement including value added services such as 'push' technologies.

Panacea, in conjunction with one of its world-leading business partners, made recommendations to Leasedrive based on powerful, flexible and proven reporting and information delivery tools.



// After visiting Panacea, I came away sensing an enormous synergy between our two companies. Undoubtedly, it was this 'buzz' that put Panacea head and shoulders above the other contenders on the tender shortlist. //

*Steve Edwards,
Director of Group IT, Leasedrive*

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Overview

The Leasedrive Group consists of two subsidiary companies - Leasedrive Ltd and Countrywide Vehicle Management Ltd with a turnover of approximately £24m and employing around 113 staff.

The Leasedrive Group's vision is to become the fleet management partner of choice through a combination of industry experience, leading edge technology and by investing in its people. In operating fleets of over 6,000 vehicles, Leasedrive also places a high value on its quality of customer service.

Situation

Eager to increase its market share, enhance its reputation for customer excellence and realise the potential for increased competitive advantage, Leasedrive embarked on a number of initiatives to systematically replace and enhance its existing IT systems.

Leasedrive identified a clear need to provide its customers with easy, real time access to business information.

Additionally, a much more transparent method of reporting was required from multiple data sources including MS Windows and IBM AS/400 to provide internal staff with detailed, up to date customer reports.

The solution

Panacea worked with Leasedrive to develop a dynamic, easy-to-use Web portal for customers wishing to access operational data. Based on Microsoft Server and SQL database technologies and underpinned by the powerful .NET framework, the functionality was designed to deliver real time information to both Leasedrive's customers and staff leading to greater customer satisfaction, increased efficiency and cost savings.

Just a few examples of real time information available to customers via the Web include items such as:

- Total vehicles leased / fleet value
- Maintenance spend to date
- P11D / change of driver details

Outcome

Business Objects was strategically chosen as a 'best-of-breed' solution to address the need for a powerful, flexible and highly accurate reporting and data delivery tool.

It seamlessly interrogates data on both the SQL and DB2 databases to deliver the right information at the right time to the right people. This allows Leasedrive and its customers to move forward towards greater success and business growth.

If you'd like further information or a more detailed account of this project, please telephone Panacea on 01256 30 50 50 or e-mail enquiries@panacea.co.uk.



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