

# Do you want to make your fleet maintenance management more efficient?



Meet the businesses already winning with Allstar

## FPS were looking to improve the efficiency of their fleet maintenance management. Here's how we helped.

### The FPS fleet

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There are 350 vans spread across the UK. The way in which FPS operates means that it is essential to keep downtime to a minimum, so service, maintenance and repair is crucial to the smooth running of the business.

### How did FPS deal with vehicle SMR before using **ServicePoint**?

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We talked with Stuart Collett, Fleet Manager at FPS to find out more:

“Each RDC would use a local garage with whom they had a relationship, setting their own rates. This meant that there was wide variations in everything from pricing to service levels. It was very fragmented.

“We were already users of Allstar fuel cards and, as there was no additional cost to adopting ServicePoint, it made sense to try it out and see how well it worked for us.

“Certainly, the apparent advantages in terms of working with a nationwide, professional network of garages, enjoying pre-negotiated rates, and being able to book and track work easily online had very definite appeal.”



For more than 85 years, Ferraris Piston Services Limited has been a specialist in distribution and wholesale, and today has an extensive client portfolio that spans the automotive, maintenance and accessories, and retail sectors. Employing more than 1,100 people, the company operates across the UK through a network of 23 regional distribution centres, or RDCs, with headquarters at a national distribution centre based in Sheffield.



Has **ServicePoint** worked in the way you hoped from an operational point of view?

Do you often make use of the data that is available through the **ServicePoint** portal?

“Yes, it has been very successful. Our RDCs can easily book in work through ServicePoint’s online portal, allowing them to concentrate on their core functions rather than having to find local garages and negotiate rates.

“Yes, because we work our vehicles very hard, having access to the service history is important both from a safety point of view and also when it comes to minimising costs.

“Also, we use something that ServicePoint describe as a ‘managed service’ which means that we delegate the authorisation process for work as long as it meets certain preconditions – mainly financial - that we have set, with the Allstar support team only contacting the RDC if there are any queries or it is a high value job.”

“For example, where a van is found to have a fault under warranty and needs to go back to a franchise dealer, we can see all of the maintenance work which has been carried out to date, giving a clear history of the vehicle and proving that a claim is valid.

“All of this is available online with one click, which is impressive.”

## What other benefits have you noticed?

“It sounds like quite a small thing but something that actually makes a huge difference is that we now receive one consolidated invoice every month, rather than having to process potentially hundreds of invoices separately.

easier and saves a huge amount of time but we are able to review all the jobs on an individual basis when needed to see exactly what has been happening if any queries arise.

“This not only makes payment authorisation

“Essentially, I now only get involved in SMR decisions at the points where I am needed.”