

## Fleet Trends & Issues

Opportunities & Successful Fleet Management



### What a Fleet Should Look for in a Fleet Management Company

By Bryan Steele

While there are many factors to consider when your company is looking for the right fleet management partner, the key component is ensuring they have the capability to provide the services you require and the financial stability to fund your vehicles. However, there are many other elements to take into account, such as offering:

- A variety of innovative leasing, funding and acquisition options
- The ability to provide, understand and measure your costs using analytics – and then from this, provide proactive cost saving and process improvement recommendations
- Flexibility and agility, specifically in regard to funding and the ability to offer services a la carte
- Responsiveness to requests and issues in a timely manner
- A trained, certified and dedicated account management team – CAFMs on staff are always a plus
- The use of online fleet management tools to promote efficient operations
- Consultation on your fleet policy in order to create a cohesive risk mitigation policy
- Expertise in vehicle upfitting in order to spec a vehicle that's right for the required work application
- The financial stability and resources to absorb additional vehicles from a company merger or acquisition
- A global footprint in order to provide fleet management to multi-national companies
- Strategic planning that entails understanding your company's key objectives and partners with you to meet your milestone objectives
- A "green" program to help you track, trend and reduce carbon emissions
- The ability to present your true total cost of ownership through data flow and data integration from multiple sources
- A solid and consistent track record with remarketing performance
- A live call center available 24/7/365 to quickly respond to your drivers' needs
- A staff of experienced and knowledgeable maintenance and repair technicians that negotiate with vendors to actively avoid unnecessary costs
- Different degrees of support, such as a driver contact center
- An easy transition process

*Bryan Steele serves as national vice president, client relations, for [LeasePlan USA](#), a leading fleet and vehicle management company. As a subsidiary of LeasePlan Corp. N.V. with offices in 30 countries around the world, multi-national companies can easily manage their fleet on a global level through LeasePlan. LeasePlan offers a broad range of vehicle acquisition options including open-end leasing, closed-end leasing, purchase and disposal and a budgeted lease/maintenance product. The company also offers a comprehensive suite of fleet management services such as maintenance and repair management, accident management, fuel, emergency roadside services, license and title, remarketing and more. To complement its service offerings, LeasePlan provides clients with access to ePlan®, an online fleet management tool, developed with strategic and tactical management capabilities to increase the efficiencies of corporate fleets. Each client is supported by a dedicated account management team that utilizes a multi-layer team approach to make sure clients are always taken care of.*