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MoDel set to automate vehicle delivery

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Ebbon-Dacs, has teamed up with VGroup International to launch *MoDel*, a new online solution which automates the vehicle delivery handover process and allows users to instantly capture time-critical information at the point of delivery.

The new solution has been developed as a joint venture between the two companies and launches from this month. Ebbon-Dacs has been responsible largely for technical development while VGroup will handle sales and marketing.

The advantage of *MoDel* for leasing companies is that it reduces the time taken to record delivery and handover information, verify the condition of vehicles and collect and analyse customer feedback, which in turn helps speed up invoicing and payment.

Every year, leasing companies deliver up to 750,000 vehicles to fleet customers via networks of preferred dealers, but this process utilises a variety of ways, usually paper-based, of capturing vital feedback on vehicle condition, handover success and customer reaction.

By automating and standardising this process, *MoDel* allows leasing companies to carry out CRM processes far more quickly and efficiently, capturing important customer satisfaction information, vehicle condition reporting, delivery confirmation and helping identify and remove errors from the delivery procedure.

Ebbon-Dacs managing director, Rob Pilkington, said the launch of *MoDel* would not only automate and speed up the vehicle delivery process, eradicating any errors as they arose, but would allow leasing companies to instantaneously capture vital customer feedback at the point of delivery.

"Many hundreds of thousands of vehicles are delivered to fleet customers every year by dealers on behalf of leasing companies, but the delivery process can be haphazard to say the least. With *MoDel* we are totally automating this process, with instant uploads into Leaselink, to allow leasing companies to react far more quickly to vital information than they were able to before.

"*MoDel* also speeds up payments, and eases cash flows as the receipt of the customer's electronic signature is proof of a successful vehicle delivery and allows invoices to be raised far more quickly and efficiently," he added.

Martyn Nash, managing director of VGroup International, said: "*MoDel* will deliver efficiencies for leasing companies and end-user fleets at the same time because it provides information in real time without any time delay, completely removing the need for paper in the process.

"We will be talking to leasing companies initially, as we believe they will want to make *MoDel* part of their standard contract with their preferred dealers, but there may also be applications for dealer groups themselves where they are delivering large numbers of new vehicles."

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