

FLEETWORLD

Automated solution set to revolutionise vehicle delivery process

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Oxford-based online solutions provider, Ebbon-Dacs, has teamed up with well-known motor accessories supplier, 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, supplier of the fleet industry's leading e-procurement solution, Leaselink, has been responsible largely for technical development while Milton Keynes based 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.

By automating and standardising the handover process, MoDel is said to allow 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.

The new solution is completely automated and removes all the paper from the delivery process, allowing the instantaneous online upload of delivery and customer information in real time via the delivery driver's hand-held device or PDA.

All delivery information is uploaded and immediately available to leasing companies through the automatic update of their file in Leaselink, Ebbon-Dacs' e-procurement platform.

MoDel also features a number of different applications or "apps", which provide a variety of functions. These include an app that is calibrated to a camera to capture scratches or blemishes at the point of de-hire, a satellite navigation and vehicle tracking app to help locate the vehicle en route to the handover and an app for key telephone numbers, such as accident management, breakdown or windscreen replacement suppliers, to direct the customer to preferred suppliers.

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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