

## ING selects MoDel as preferred delivery solution

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**ING Car Lease has selected the MoDel system from Ebbon-Dacs as its preferred electronic vehicle delivery and collection solution.**

The MoDel online solution provides added automation to the new vehicle delivery handover and collection process, and has been developed as a joint venture between Oxford-based online solutions Ebbon-Dacs and motor accessories supplier, VGroup International.

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.

ING Car Lease has a fleet size of 47,615 vehicles and delivers 13,000 new vehicles a year to fleet customers through a network of 30 preferred dealer partners.

As a result of its decision, ING expects all of its preferred network to be using the MoDel system by 1 November, says Bryan Stringer, operations and ICT director at ING Car Lease.

'We deliver over 13,000 new cars a year to fleet customers and, by using MoDel, we believe we will eradicate any chance of possible errors,' he said.

'When we got out to tender for new preferred partners from now on, it will be on the basis that any future partner will be

using this methodology,' he said.

By automating and standardising the vehicle delivery process, MoDel allows leasing companies to carry out CRM processes far more quickly and efficiently, including capturing important customer satisfaction information, vehicle condition reporting, delivery confirmation and helping identify and remove errors from the delivery procedure. Delivery and customer information is instantly uploaded online into Leaselink, Ebbon-Dacs' e-procurement trading platform.

'We are delighted that ING Car Lease has joined a growing list of leading contract hire companies who have decided make the MoDel system the solution of choice for all their vehicle delivery and collection requirements,' said Robert Pilkington, managing director of the Leaselink International division of Ebbon-Dacs.

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