



# NATIONAL PUBLIC SECTOR FLEET MANAGER CONFERENCE

ASHLEY MORRIS, GM COMMERCIAL  
OCTOBER 2013



*It's easier to leaseplan*

**Please turn  
off**



# TECHNOLOGY

- What sort of fleet system do you have? – Internal or outsourced
- How adaptable is it to change?
- If you don't keep investing and improving, how soon will it be out of date?





**As we go forward, I hope we're going to continue to use technology to make really big differences in how people live and work.**

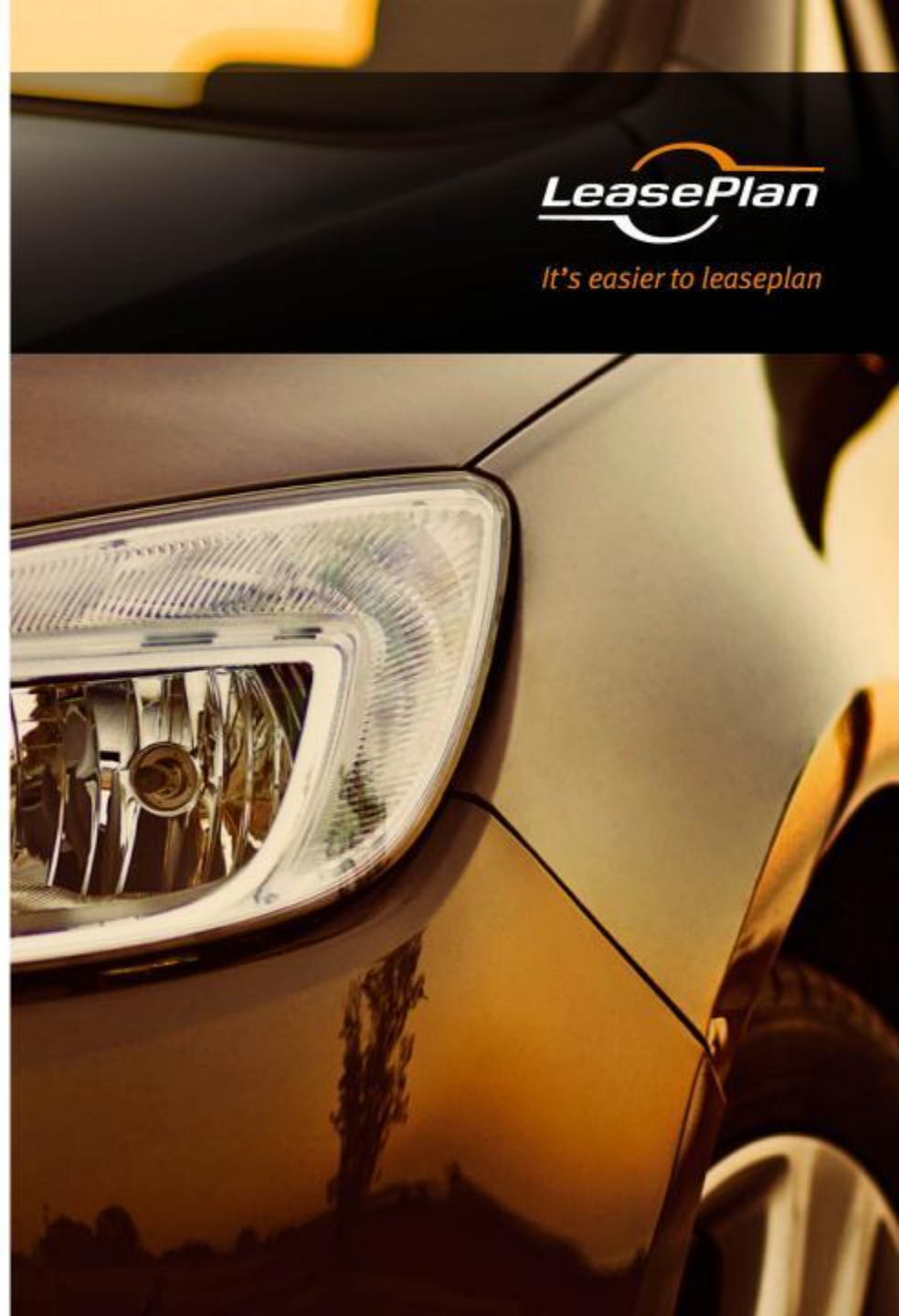
*- Sergey Brin, Google founder*

# AGENDA

- Introducing LeasePlan
- Cost Effective Fleets
- Importance of fleet systems
- Our system – LeasePlan Online
  - Complexity of development
  - Functionality delivered
  - Access and integration
  - Benefits derived
- A system-led bright future
- Strong systems vital for Public Sector



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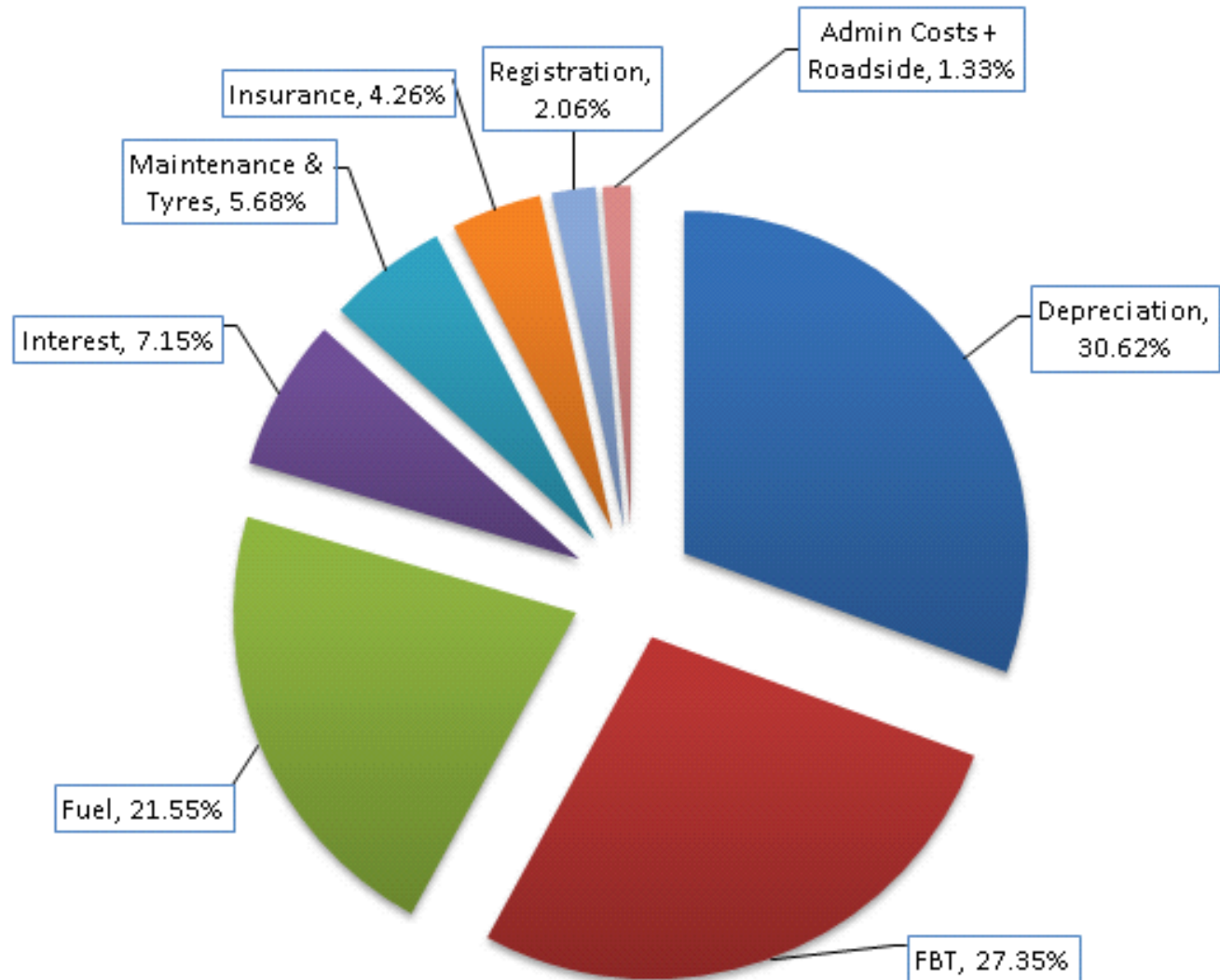


# INTRODUCING LEASEPLAN

- Dedicated fleet management organisation
- 50 years internationally (est. 1963)
- 25 years Australia (est. 1988)
- Many successful partnerships - Government, Corporate and SME
- Proud current partner to SA and Tas State Govt
- Decision to partner with LeasePlan as fully outsourced partner driven by our system strength and capabilities
- Continual investment in world's best systems



# COST-EFFECTIVE FLEETS



**Holden Commodore  
3 Years – 90,000kms**

# IMPORTANCE OF STRONG SYSTEMS

- Easy to use
- Essential fleet admin tasks quickly, accurately
- More focus on fleet management, cost reduction
- Minimum requirements:
  - Recognise complexities of fleet management
  - Able to adapt to array of variables – state by state, industry by industry, tax laws, WHS requirements, regulatory change, FBT, IFRS, etc.
  - Integrate directly with supplier networks – Dealer & Repairs
  - Single source of data
  - Real time processing and reporting
  - Transparency
- Digital revolution – patience erased – immediacy matters
- Mistakes of any sort = \$\$\$





# LEASEPLAN'S SYSTEM JOURNEY - PAST

- What did we have – NOLS – 1980 software
- Our system journey commenced in 2007
- Scoping and blueprinting – a massive task
- Seven legacy systems
- Looking for single, fully-integrated ERP solution
- Driven by clearly stated customer needs
  - Eliminate delays
  - Improve accuracy
  - Fast and reliable turnaround
  - Anywhere, anytime access
  - Push/pull real time reporting



# LEASEPLAN ONLINE – TODAY AND FUTURE

- SAP based solution identified and built
- Full, end-to-end core system build – implemented 2010
- SAP world first - Master Leasing Module built from scratch
- Faster, reliable, accurate, accessible
- Portal Based
- Customers and suppliers enjoying clear efficiency gains
- Enhanced service delivery without driving up costs
- Legislative and regulatory changes
  - FBT updates
  - WHS requirements
  - IFRS
  - State based requirements - laws



# LEASEPLAN ONLINE

- Not just a website window with manual responses
- Very smart and very powerful
- You create a quote easily
  - Your policy rules applied
  - Location variables applied
  - Automatic tender process to preferred dealers in area
  - Automated response re price and make-model availability
  - Automated delivery date set
  - Option to agree and order – automated vehicle registration, fleet services tasks initiated



# WHAT DOES IT DO?

- **Customer**
  - Governance and Control
  - Quote, order, delivery
  - Consistency
  - Driver management
  - Authorisations
  - Leasing documentation
  - Invoices
  - Change requests
  - Cost centre management
  - Communications channels
    - lodge inquiries and access tips, hints, news



# WHAT DOES IT DO?

## ■ **Suppliers**

- Automated workflows
- Less time wasted on phones or sourcing approvals/producing
- System data accurate, reliable and real time
- Controls
- Faster service delivery to customers
- Quicker turnarounds



# WHAT DOES IT DO?

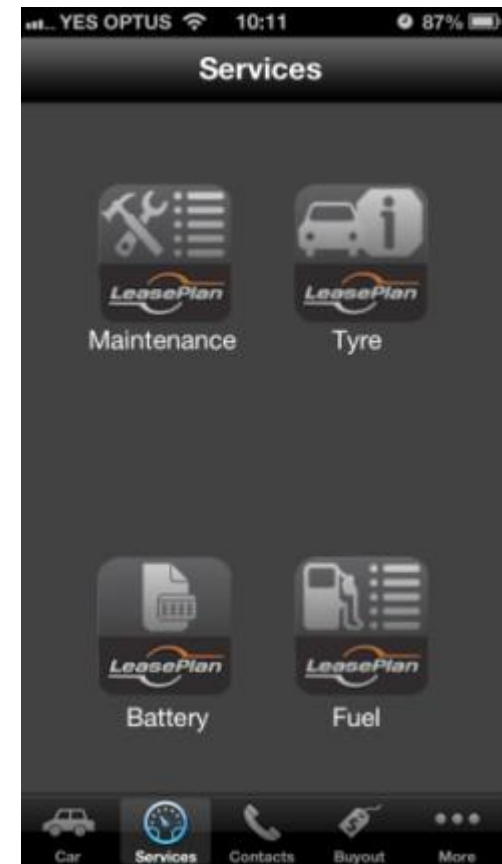
## ■ LeasePlan Staff

- Less Fleet Administrators, more Fleet Managers
- Extension to your company - Partner
- Fleet Policy Controls
- Data crunching, analysing – identifying improvement opportunities
- Better use of expertise
- More oversight and management of supplier networks – best pricing, service delivery, etc.



# FUTURE CAPABILITIES

- Adaptable, stable platform, scalable, ready for change
- Extendable to various new requirements...
  - Mobile
    - Apps, access via tablets and smartphones, single data source
  - Pool Car Management
    - Eligible drivers anytime access to real time pool car bookings, incident reporting, vehicle inspections, policy notes, etc.
  - Telematics
    - Extension to telematics hardware, vehicle diagnostics, GPS, remote locking/immobilising, driver behaviour reports



# STRONG SYSTEM VITAL FOR PUBLIC SECTOR

- Budget accountability
- Resource limitations
- Efficiency requirements
- Changing landscapes
- Staff satisfaction and benefits



# IN CONCLUSION

- Strong fleet systems essential in rapidly changing fleet management world
- Continual investment crucial to effectiveness
- Expertise vital in accommodating industry complexity
- In-house option will require more and more system investment and expert personnel – high risk for single fleet solution
- Fleet Management outsourcing a continually growing global trend

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