



CIVICA

Case Study



tranman

Benefits include:

- 85% of Carillion's billing is now electronic resulting in a vast reduction in administration and printing costs
- 50% of the departments at Carillion Fleet Management are working in a paperless environment
- Fully integrated and automated invoice matching with Carillion's tyre replacement supplier has resulted in a 17% reduction in maintenance authorisation calls and a 14% reduction in supplier invoice processing



Carillion Fleet Management looks to save £2 million on annual fleet costs using Tranman

Carillion Fleet Management, a division of the UK's leading support services provider Carillion plc, believes it could make a substantial £2million saving on its annual fleet running costs through pro-active asset management. The company has created a sustainability model using fleet data captured within Tranman, its fleet management software from Civica, to analyse and forecast the saving.

Tranman plays a pivotal role in the running of the 10,000 vehicle fleet operation and through its web portal technology offers direct access to Carillion's suppliers and customers.

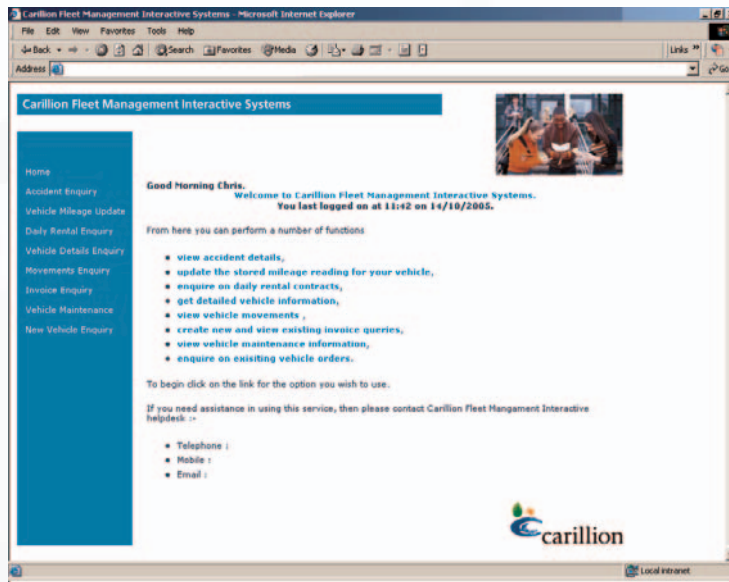
"At Carillion we take our corporate and social responsibility seriously, a fact reflected in our involvement in business in the community and achievement of top sector position in the Sunday Times Socially Responsible Businesses league table. Many fleets are reactively considering their responsibilities in line with the proposed corporate manslaughter legislation, however there is a far bigger picture of social responsibility. The responsible way is far more pro-active and is about managing your assets properly to deliver tangible results. Tranman contributes to sustainable fleet efficiencies through cost savings, data collection

and development of reports, we can identify who is the best tyre manufacturer to use, and in a wider environment know how much rubber we are using".

Since 2001 Carillion has worked with Civica to create a unique fleet support system. The modules in this highly customised version of Tranman Series 7 include; new vehicle ordering (interfaced with CAP data), vehicle disposal; work authorisation

(interfaced with Maintbook data), driver offences; "How am I driving?" feedback; daily rental; daily rental accident damage; invoice query management; customer satisfaction surveys, and complaints management along with key fleet management modules.

The accessibility of its fleet data has enabled Carillion to reduce some of the timely processes that usually exist in a large fleet operation.



Carillion's web portal menu screen

Angus Heward, Business Development Director for Carillion Fleet Management explains, "The Tranman web portals give direct access for insurance claims processing amongst many other features, which has massive implications for process time reductions, claims are settled very quickly as the information is directly available".

Carillion currently benefits from using the following Civica solutions



Process & Document Management



Contact Management



Revenues & Benefits



Housing



Environment



Traffic & Streets



Planning



Finance



Legal



Pensions



Health & Social Care



Education & Skills



Managed Services



Consulting



Software Licensing



System benefits achieved include:

- 85% of Carillion's billing is now electronic and transfers data between customer systems and Tranman. The Edi (Electronic data interface) has resulted in a vast reduction in administration and printing costs, the ability to pay bills within five working days of receipt of invoices and a reduction in customer queries due to cost centre and employee validation against each hire contract which ensures 100% billing accuracy.
- 50% of the departments at Carillion Fleet Management are working in a paperless environment. Documents are scanned in and saved against vehicle or contract records, speeding up access to the information and reducing office storage space. The web portals allow suppliers and customers to see this supporting documentation, enabling a claims processor or line manager to log in and make a vehicle or accident enquiry or invoice validation request.
- Carillion's tyre replacement supplier provide electronic data enabling invoice matching to be fully integrated and automated within Tranman. Carillion's tyre supplier generates approximately 5,500 maintenance invoice transactions per month. The interface between the tyre supplier and Tranman is now totally automated with outsourced phone calls, and one consolidated file transfer per month containing re-charge costs calculated by Tranman that then generates a payment transaction. The Edi routine has resulted in a 17% reduction in maintenance authorisation calls and a 14% reduction in supplier invoice processing.

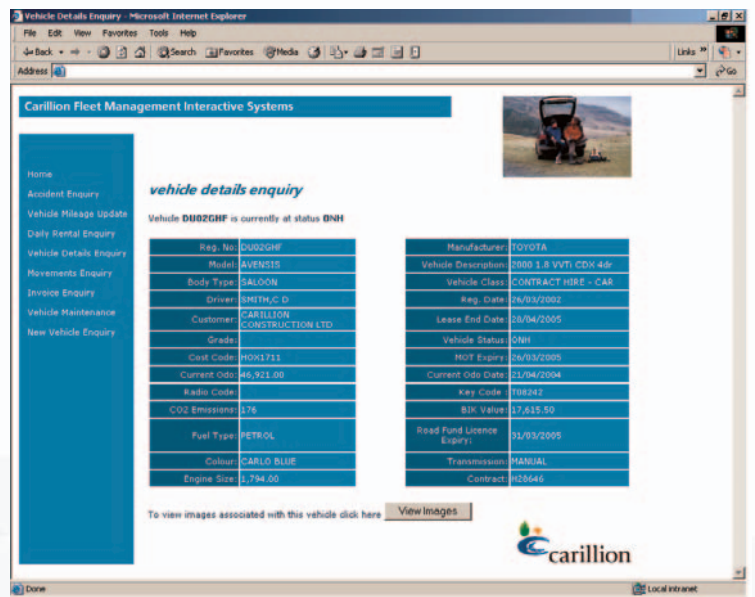
"The interactive web portal has 63 external users, including customers and suppliers." Angus explains, "It has resulted in a vast reduction in telephone queries and allows our employees to work smarter, focusing on service provision rather than call taking. It helps us show potential new customers that we are forward thinking and can offer greater benefits, raising service standards and reducing costs for our customers. We have

achieved an additional 20% reduction in administration using system automation and efficiency".

Carillion is currently investigating the possibility of automating its daily rental supplier invoice processing administration and is targeting a 96% reduction in manual transaction input.

Angus adds: "Our focus on extraction of process costs and automation delivers significant back room savings for our customers. This, combined with the work we have done in modelling best practice, has contributed massively to the construction of our fleet sustainability model. The model looks at all of the impacts of fleet operations, demonstrates best practice and then defines a strategy to achieve this. Carillion plc,

Carillion Fleet Management's largest customer stands to extract more than £2.2m per annum from its fleet operational costs by using this model, whilst also significantly reducing its operational environmental impact."



Aidan Rowsome, Managing Director, Civica concludes: "Our web portals allow our customers to offer an added service to their clients and are customised to reflect each business identity and brand. We expect further growth in this area of our business, it offers a very secure alternative to a web based fleet system but allows the same worldwide accessibility. This platform will enable us to truly make a mark in the international fleet arena."

Civica is one of the most experienced providers of consulting, software and managed services for the public sector. Supplying more than 1,200 organisations in the UK, Australia and the USA, including 89% of the UK's local authorities. Civica has a 20-year history of delivering software-based solutions that help customers in local government, criminal justice, housing, education and healthcare sectors to improve service delivery.

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