

Severn Trent Water

Severn Trent Water Ltd is a wholly owned subsidiary of Severn Trent Plc, with a turnover of £1,206.9 million.

It is a leading provider of water supply and waste water services in the UK.

Severn Trent Water is the fourth largest water and waste water company in the UK, with over eight million customers and an area of supply covering over twenty one thousand square kilometres.

They required the implementation of a fleet management application to cater for a large, mixed fleet of approximately three thousand items, comprising commercial vehicles, company cars and plant, and the system had to be able to schedule service and repair jobs for technicians at fourteen workshop locations.

Catering for up to seventy core users, including both the Transport and Finance departments, the system was also required to supply a large quantity of critical reporting information, to aid in the procurement, management and disposal of the vehicles.

The uniquely flexible, browser-based architecture of Chevin's **FleetWave** software was the ideal solution for Severn Trent Water and system functionality had to include:

- User-friendly and intuitive navigation
- Consistent performance
- User ID & password controlled security levels
- Automatic creation of an audit trail – tracking insertions/amends/deletions, to allow for ease of analysis
- Automatic data imports; for example fuel, parts, ICME and accident management information
- Automatic time / mileage-based servicing
- Efficient booking of service technicians' time
- Improved warranty management
- Profit & loss accounting by workshop or fleet item
- Operational and financial support of a contract-hire environment
- Electronic job card management with ease of access for workshop technicians
- Automatic financial recharges
- Ability to forecast and predict services due on vehicles, based on mileage calculations and trends
- Operation of time or mileage based servicing schedules
- Ability to notify the driver/budget holder of a service in advance
- Work scheduling in advance by workshop or technician
- Generation of authorisation codes for external suppliers
- Facility to produce reports showing productive/non-productive hours either entered or missing
- Alerts when employees approached maximum average of 48 hours a week over 12 month period (to comply with EU regulations)
- Ability to interface with other STW Systems

A detailed and accessible suite of management information reports was also required, measuring KPIs such as:

- Vehicle disposals
- Employee/driver records
- Key vehicle information including maintenance history and vehicle/fleet utilisation
- Workshop Reports, including:
 - Job card details and history reports
 - Productivity/workshop utilisation reports
 - Workshop as cost centre, including detailed reports e.g. spend breakdown (parts, tyres, lubricants etc)
 - Downtime reports (by department, workshop, vehicle type etc)
 - Work scheduling; running reports on all scheduled work e.g. MOT's, booked work, all over different time intervals. To include:
 - Ability to trigger emails/alerts based on overdue scheduled work.
 - Ability to run reports on vehicles due services based on mileage information (mileage based servicing)
 - Ability to schedule technicians work and run reports on this
 - Ability to schedule in a % of work to unscheduled work (whether daily or monthly)
- Supplier information including exception reports for incorrect data (e.g. fuel data, incorrect invoices.)
- Management reports, including:
 - Lead times
 - Replacement programmes (targeted by mileage or age or vehicle budget)
 - High-level asset allocation and utilisation reports
 - All budget reporting e.g. income, parts spend, overheads, profit etc
- General reports, including:
 - Actively monitoring changes in the system and reporting on those changes (e.g. budgets, fuel data, finance and insurance)
 - Triggering automatic alerts based on the outcome of reports (e.g. sending reminder emails to a driver whose vehicle is nearing an MOT/service)
 - Calculations based on system information (e.g. using fuel and distance data to work out mpg figures.)
 - Modelling; for example, calculating standard trends in price (e.g. disposal prices)
 - Ability to report on any information held within the system
 - Reporting on all vehicle recharges, for example excess mileage/avoidable damage

Benefits

Chris Wand, Severn Trent Water Fleet Manager, commented:

"We are a business that operates round the clock to ensure that our customers receive the services they expect. As a result we have a fleet comprising a wide range of vehicles from large water and sludge tankers to small vans.

The management of this complex transport operation requires a powerful and sophisticated fleet system to increase efficiency and FleetWave from Chevin has provided us with the perfect solution.

FleetWave has given Severn Trent Water a number of benefits including; improved management reporting, improved administrative efficiency through automating processes, better management of the fleet using homepage KPI's, improved third party invoicing and better workshop processes and controls."