

CASE STUDY – SYSTEMS BEST PRACTICE

Commissioned

April 2011

Client



A prominent UK Commercial Vehicle Rental Company

Nature of Consultancy

Computer System Best Practice

Our client is a well established commercial vehicle rental specialist. It uses a proprietary company wide rental management computer system across its nationwide branch network and head office.

Lack of best practice training and conformity across the company resulted in differing practices in branches that serviced to dilute utilisation, visibility of availability, and particularly wasted effort as branches manually tracked diary activity when suitable system functionality existed.

We initially engaged with a group comprising users, IT staff and management to identify specific areas where uniformity would yield the best results.

Upon identifying target areas initially a system tidy was undertaken thinning out reports, and adding a small menu of enhanced tools that made 'front desk' life easier.

A training course was designed supported by online collateral and a training manual.

Ongoing support was identified resulting in the client identifying a training/audit need. This resulted in the appointment of a manager to undertake this role company wide.

Training at Rental manager and front desk supervisory level was well received throughout the company. Practices have changed, and a positive audit re-enforcement process undertaken.

Further areas requiring similar review have been identified.