

A SOLUTION THAT DOES EVERYTHING WITHOUT COSTING THE EARTH

John Conway,
Operations Manager, Devon Freewheelers



VOICE OF THE CUSTOMER

The Company

Devon Freewheelers is an emergency voluntary team of riders, drivers, call handlers and fundraisers that deliver essential whole blood and other medical samples for testing 24/7 to NHS hospitals, and patients. The charity's 41-strong fleet includes bikes, cars, 4x4s and ambulances.

Tackling inefficiencies

The Challenge

In recent years, Devon Freewheelers has seen an increased demand for its services, putting increased pressure on staff to balance high service levels with operational administration.

The challenges include retaining robust lines of communication, ensuring vehicles are in the right place at the right time, and that they're also effectively maintained.

When the charity was first set up, a mixture of digital and paper-based systems were used to manage vehicles and workflow.

"This was inefficient, resulting in extra administration, operational headaches and the duplication of data," said John Conway, Devon Freewheelers' Operations Manager.

"We needed a technology-driven solution that could help us to achieve our KPIs and streamline our operation."

The Solution

An integrated solution combining the WEBFLEET fleet management platform from Webfleet Solutions and FleetCheck from Auto Electrical Services (AES) was chosen for efficient workflow, order management and compliance reporting. The solution was deployed and implemented by AES, an official Webfleet Solutions partner.

"With WEBFLEET and FleetCheck we found a solution that would do everything we wanted without costing the earth," said Conway.



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Streamlined operations

Digital efficiency

WEBFLEET enables office staff to monitor vehicle locations and digitally dispatch orders to the field operatives, with automatic routing information, taking account of live traffic information, sent directly to their PRO driver terminals. An innovative, bespoke waterproof solution has allowed the terminals to be adapted for motorbike use.

WEBFLEET also enables Devon Freewheelers' patients and partners to receive real-time ETAs, along with recorded timestamps of deliveries and collections.

Boosting workflow and compliance

Vehicle and driver data in one place

Vehicle, driver and company compliance information – including service schedules, safety checks, licence and insurance details – is managed using the integrated FleetCheck software.

With WEBFLEET FleetCheck working hand-in-hand with FleetCheck, via an open API, all management information, upcoming events, auditing and historical reporting can be accessed using one, easy to use, platform. Devon Freewheelers are now benefiting from a complete end-to-end solution providing operational and administrative transparency, and total peace of mind.

50 lives saved

Improving service, saving lives

Conway can rest assured knowing that all vehicles and drivers are now compliant, with check reports no longer delayed. Real time visibility over vehicle movements meanwhile has dramatically increased efficiencies. Outstanding levels of service are now provided to clients, with Freewheelers' giving them live updates as well as a digital view of vehicle locations. "This is the most data we have ever seen from a supplier," said Conway. "Previously, we could only see where the vehicles were. With the boost to compliance from FleetCheck, the solution is second to none. "AES's knowledge of the FleetCheck and WEBFLEET system is vast and they think outside the box when questions are asked about developing the two systems to fit our operational requirements." Charity founder and trustee, Daniel Roe-Lavery, added: "It's difficult to estimate ROI when we are in the business of saving lives, but we can say that without the use of the combined technologies of WEBFLEET and FleetCheck, around 50 lives would have been lost."