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Commercial fleet  
management you  
can rely on

# Fleet management on your terms

At CFS, our services are flexible, forward thinking and singularly focused on you and your fleet management needs. Our aim is to give your business a commercial advantage by keeping your fleet on the road for longer, with more efficient maintenance and lower running costs.

There's no magic formula – we simply combine leading fleet technology, a national network of maintenance, recovery and support services, and a highly experienced, passionate team. Everyone at CFS brings a can-do attitude to any commercial vehicle challenge, alongside our uniquely personal focus on fleet management.

When you partner with CFS to manage your fleet, you can rely on us to deliver.

## Our services

We offer a wide range of fleet services, our specialism is providing a bespoke combination to suit your business.

- Fleet management via a national repair network
- New & used vehicle sales – dealerships
- National mobile maintenance and repair service
- Fleet repair and refurbishment service
- FleetFlex
- Contract hire and funding to suit your business needs
- All make truck and trailer parts

For fresh fleet thinking, and an individual, personal and dedicated service, we're your team.



## FLEET EFFICIENCY IN ACTION

“We operate a varied fleet that includes many bespoke vehicles to ensure efficient and safe deliveries to our customers. In partnership with CFS, we've developed a unique solution to maximise the fleet operation. This partnership delivers an end-to-end solution, from design and supply to continued fleet management and refurbishment of our existing fleet.”

Guy Burgess, Final Mile Director, Arrow XL



# Our network

**YOUR FLEET IS IN SAFE HANDS, WHEREVER THE JOB TAKES YOU**

The CFS network is there to keep your fleet running smoothly and efficiently throughout the country. Our national coverage consists of five CFS locations, together with a team of highly skilled mobile fleet technicians and supported by our third-party service partners.

This comprehensive network means we can provide specialist services nationally, either in workshops or at a customer's site, while our team of experts is ready to respond quickly whenever unexpected incidents occur on or off-site.

## CFS locations

All our sites not only maintain trucks and trailers, they also specialise in moving deck and specialist equipment repairs. They are equipped with service support vehicles and staffed by highly skilled mechanical, hydraulic and electrical technicians.

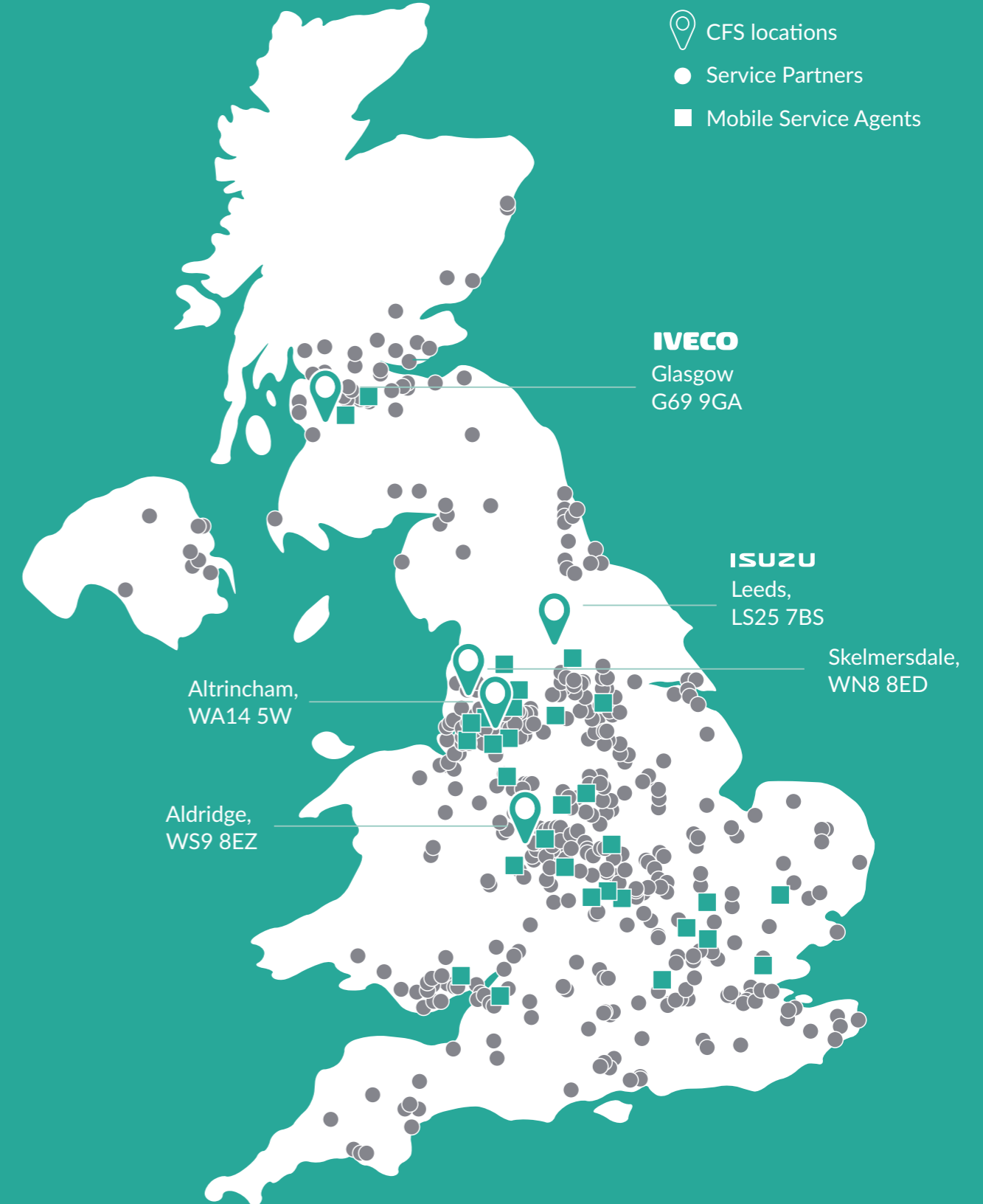
CFS Leeds has a state-of-the-art ATF lane and load simulator on-site. There is also an ATF lane at our Iveco dealership in Glasgow.

- 5 CFS owned service and repair hubs close to key motorway links
- National 24/7/365 breakdown and recovery network
- Repairs carried out at customer sites
- Rapid response mobile technicians
- Tablet technology for mobile engineers
- Online cost authorisation for service partners
- Compliance and VOR
- Repair and refurbishment with full shot blast and paint shop facilities



## Truck and trailer parts

Our workshops and service partners are supported by our in-house parts operation. Daily deliveries ensure high availability – our customers benefit from the highest quality OE replacement parts for all truck and trailer requirements at a competitive price.





# Fleet technology

## TOOLS TO GET THE LATEST, MOST ACCURATE VIEW OF YOUR FLEET

Fleet management is being driven forward by technology. We're proud to offer our customers **YourFleetLive**, an online portal for more intelligent fleet management.

This system was developed in close consultation with some of the leading fleet operators we work with. YourFleetLive provides a complete overview of your fleet status in one place, from scheduled maintenance and compliance documentation to VOR updates and MOT pass rate performance.

Accessible 24/7 from any connected device, the portal makes it easy to manage your fleet in real time by taking informed decisions based on the most accurate information. YourFleetLive is also built to be customised. It really is yours – you can add your company branding, make bespoke additions and even develop a full custom portal if required.

We're constantly developing this platform to make it even easier to use and provide more meaningful information, whether that means creating better MI or developing apps and portals to be used by workshops and service partners for a swifter turnaround of compliance data.

- Monitor vehicle status across your fleet
- Plan ahead with complete service and MOT booking process
- Receive service reminders and escalation memos on overdue work
- Get breakdown progress updates issued in real time
- Use it your way – customise the portal for your fleet
- All compliance documentation stored online

### CHECKMATE

Our technicians ensure maximum efficiency with Checkmate, the smart fleet maintenance app. Live real-time system updates prevent the duplication of work and deliver timely provision of compliance documentation.

### TORQ

Service partners benefit from our online front-end cost authorisation process, which provides rapid work authorisation, back-end documentation approval and purchase order number provision.

### FLEXITRAC

This cost-effective vehicle and trailer tracking solution is available nationwide via the YourFleetLive portal.

### BREAKDOWN AND RECOVERY

Our UK-wide breakdown and recovery service is available 24/7 and 365 days a year, fully managed via our in-house system. All breakdowns can be tracked via YourFleetLive to view breakdown progress and current status.







# Cost control & compliance

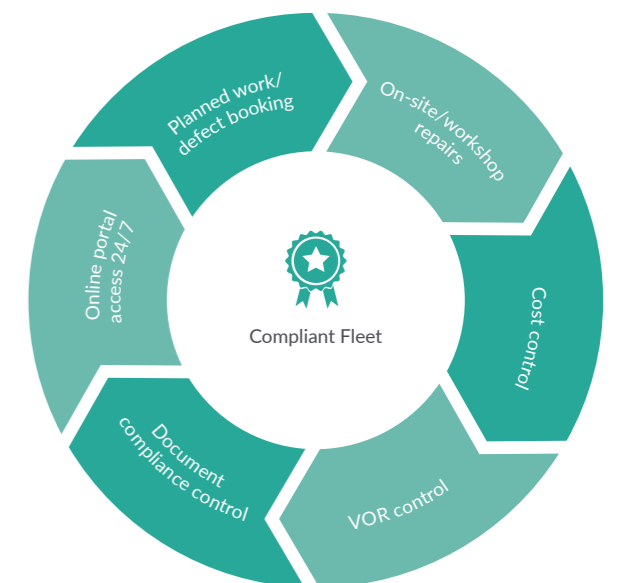
## STAY ON TRACK WITH OUR EFFICIENCY EXPERTS

We know there is little margin for error in fleet operations, so our services are designed to help you stay on top of cost management and compliance every day. We pair the latest technology with an experienced team who have been helping transport businesses run highly efficient fleets for many years.

We pick up potential problems before they develop. Preventative maintenance inspections are scheduled in advance, then automatically chased and escalated if the appointment is missed. Schedules can be viewed and managed easily through YourFleetLive.

We believe there's no substitute for technical knowledge – something our team has in abundance. This helps us to keep costs transparent and under tight control. Any maintenance spend must be authorised by your dedicated fleet management expert and all costs are agreed before work is carried out. Every job is completed to industry-standard repair times.

- Consolidated invoicing (monthly or another specified frequency)
- Spend detailed by asset type and registration
- Regular maintenance reviews and recommendations
- Service scheduling, planning and compliance
- Customer YourFleetLive portal
- Dedicated VOR management



### “ TRUSTED TO DELIVER

“The technical knowledge of the CFS team is a source of great pride. Our technicians are accustomed to dealing with specialist vehicles that present specific challenges. It’s vital that our customers have a partner they can trust to keep their fleet moving. CFS really is a safe pair of hands.”

Lawrence Todd, Director, CFS



# Vehicle off-road support

GET BACK ON THE ROAD AND BACK TO BUSINESS

Vehicle off-road (VOR) time is an unavoidable part of running a fleet, but we'll help you keep it to a minimum. We know every second counts, so our national network of specialist technicians are ready to respond to any incident rapidly, while our online portal for live VOR updates keeps you informed when it matters most.

YourFleetLive provides complete information and progress updates on your vehicles, trailers and equipment whenever they're off the road - it's total fleet visibility when you need it most. While you check in on progress, our breakdown and repair teams are moving fast to return your fleet to the road. Our CFS-owned workshops and in-house mobile technicians, are backed up by our national supporting network to reach vehicles and trailers and carry out the necessary work without delay.

- Nationwide coverage with mobile technicians
- Real-time updates
- Dedicated customer support network
- 142 service agents
- Stringent service level agreements



## “ FLEET VISIBILITY

“At Hermes, fleet compliance and maintenance plays a key role in ensuring our customers' products are delivered to the highest possible standards. CFS manage over 750 assets on a daily basis for us and the dedicated customer portal YourFleetLive is key. It enables visibility of all fleet documentation, VOR and fleet scheduling, which is critical to maintaining high levels of compliance.”

**Kevin King, National Fleet Services Manager, Hermes**