



LEX AUTOLEASE

CASE STUDY: PATTONAIR COMPLETE PACKAGE TAKES FLEET SERVICES TO A NEW LEVEL

When your business provides a just-in-time supply service for some of the world's major aerospace and defence companies, your vehicle fleet has to be totally reliable with fleet management as streamlined as possible. Lex Autolease has helped Pattonair transform the way it leases and operates its cars and vans.

THE OBJECTIVE

Pattonair, based in Derby, offers complete supply and supplier management for more than 2,000 aerospace and defence companies around the world. From warehousing, kitting and distribution to aftermarket services, maintenance, repair and operation, the company provides everything from electrical parts and bearings to fasteners, seals and clamps – all available for delivery throughout the world.

Pattonair had been with their previous fleet management company for around five years, but had started to question the level of service they were getting. Communication and response times weren't always satisfactory and personal contact was lacking. A one-make-only policy was also limiting vehicle choice. Commodity Manager Mike Gadd, a purchasing specialist, says "It felt like there was an air of complacency at the lease company and the service level no longer fitted with Pattonair's needs".

"I had some fleet experience, so I knew what we needed," says Mike, who worked with colleagues across the business on the fleet improvement project. The team drew up a detailed selection process and identified the main assessment criteria – weighting financial benefits at 46% and service features at 54%. The financial benefits included rental costs, payment terms, end of contract costs and early termination costs, and service features included the regularity of reviews, reporting tools, available resource, mileage pooling, quote responsiveness, international provision, delivery procedure, driver packs, accident management and replacement vehicles.

Pattonair's HR team played an important role in the whole process, which included liaison with senior management, the creation of a new company car policy and the final implementation with its new selected provider – Lex Autolease.

It was a thorough approach designed to select the 'best fit' lease company that offered both value for money and comprehensive services. Of the six companies invited to submit a proposal, Lex Autolease came out on top with an 86% score, well ahead of the existing provider.



TYPE OF COMPANY:

Global aerospace and defence supply services.

LEX AUTOLEASE SERVICE:

Complete car and van lease and management package.

SIZE OF FLEET:

100+ cars and vans.

THE SOLUTION

Pattonair operates more than a hundred vehicles, including company cars, pool cars and delivery vehicles. The package requirement, however, extended beyond a simple rental proposal – it brought Pattonair’s whole fleet management up to date.

Lex Autolease Business Development Manager Gary Doolan and Customer Relationship Manager Mark Darby met with Mike Gadd and HR Business Partner April Hunt to create a to-do list for the contract. This was then managed through fortnightly conference calls so that actions could be monitored and work kept on track. Even after the contract was running smoothly, Gary stayed in touch for the first six months before handing over day-to-day contact to Mark and Customer Service Representative Caroline Hale.

“Having named people looking after our account has made a big difference. Lex Autolease has given us proper cost management and we’ve made good savings,” says Mike. “These services hadn’t been benchmarked before so we weren’t getting a competitive deal from our previous provider. The selection process was extremely thorough and it ensured that we got everything we wanted – from tyre and windscreen policies to the right vehicle choice for drivers.”

Lex Autolease Interactive (LAI) was one of the features that helped Lex Autolease score so highly. “Everyone likes the ease of choosing vehicles via the website and the simplicity of getting things done,” adds Mike. “We have around 60 managers’ cars in the fleet and we know it’s working well because of the good feedback received. One of the things that originally alerted me to the need for improvement was trying to choose my own vehicle when I joined, and struggling with a portal that didn’t work.”

Pattonair had been largely tied to a single manufacturer previously, but wanted to open out that policy without incurring any more expense.

“Drivers can now choose from many different manufacturers,” explains Mark Darby. “We were able to get excellent terms so that costs are kept down, but driver satisfaction goes up.”

“We’ve also taken on accident management for the legacy fleet of 80 vehicles to keep things as simple as possible for Pattonair’s staff. Everyone has one number to call, rather than having different contacts for different providers.”

Pattonair is a large company with diverse departments, so a centralised system that runs smoothly and takes little in-house time to operate has been an enormous improvement. Future plans include expanding the hybrid and electric fleet for shorter journeys, such as the regular seven-mile run to nearby Rolls Royce sites.

“Our fleet management has improved significantly with much better choice for employees and greatly reduced administration” says Mike Gadd.

TESTIMONIALS

“Pattonair’s managers and staff can now choose from many different makes of car. We negotiated excellent terms with the manufacturers so that costs are kept down, but driver satisfaction goes up.”

MARK DARBY, CUSTOMER RELATIONSHIP MANAGER, LEX AUTOLEASE

“Our fleet management has improved significantly. Lex Autolease Interactive means we can go online 24/7 and see where things are at – orders, invoices, quotes and so on. Our administration time has reduced and we have contacts we can rely on.”

MIKE GADD, COMMODITY MANAGER, PATTONAIR

OUTCOMES

- Reduced costs.
- More vehicle choice leading to happier drivers.
- Immediate communication and fast speed of response.
- Accident services across the total fleet from day one.

For further information, please contact your Customer Relationship Manager or

Call: 0344 824 0115

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Visit: lexautolease.co.uk
