

BigChange Drives Efficiency with Paperless Working at Fleet Dynamic

Leeds, 16 June 2021 - Fleet Dynamic, the commercial vehicle rental and leasing company, is using the latest mobile technology to transform its fleet management. Providing complete automation across the entire hire and leasing lifecycle, the cloud-based, 5-in-1 solution from BigChange has helped Fleet Dynamic switch to paperless working. The system has also contributed to a 30 percent improvement in workshop efficiency as well as a reduction in lost charges and operating costs.

“Before BigChange, all parts of the process, from hire request through to delivery ticket, were paper-based. We couldn’t attach additional information such as photographs, essential information including vehicle or customer details were often not captured and retrieving data to resolve queries was difficult,” commented Terry Stockwell, Sales and Marketing Director at Fleet Dynamic. “Now, with BigChange, every time a customer account is touched, a digital record of the interaction is made, and every time a vehicle is sent out its every movement is recorded.

“This has helped us become paperless, which was timely in view of the pandemic as we wanted to eliminate the handling of paperwork to minimise the risk posed by the virus.”

Fleet Dynamic is a multi-award winning company and includes Manchester City Council amongst its client base. With headquarters in Wigan, Fleet Dynamic was established in 2009 with the aim of providing customers with a one-stop solution for all their vehicle requirements. A comprehensive vehicle rental and leasing service includes cars, vans and a full range of specialist vehicles, for example 4 x4 double cab pickups and seven-seater welfare vehicles. The company also provides a range of interior and exterior corporate signage and Health & Safety signs as well as a ply lining business for bespoke vehicle interiors.

Using the single-platform CRM, Job Scheduling, Mobile App, Vehicle Tracking and Online Portal from BigChange has enabled Fleet Dynamic to remove paper forms and reports from its hire and lease operation. Hire requests, delivery tickets, on-hire and off-hire details are all digitally recorded by drivers using mobile devices or office-based staff using PCs. This information is then available, 24/7, from any internet-enabled device giving management total visibility of the mobile operation. Fleet Dynamic also uses the BigChange asset tracking system to provide additional intelligence and security for its corporate account customers.

“The capture and sharing of intelligence means we can effectively manage the fleet, monitoring downtime and forward planning for servicing and MOT events. This has contributed to more efficient use of workshop time with savings of around 30 percent,” Stockwell continued. “Additional savings have been achieved as a result of a reduction in missed recharges and the fact we no longer have to pay for specialist software, such as an HR platform, as BigChange does it all.”

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About BigChange:

Launched in 2013 with a mission to free business from inefficient processes and time-consuming paperwork, BigChange is driving productivity for companies of all sizes across more than 60 industries. Trusted by 50,000 mobile workers and back-office personnel at 1,500 organisations around the world, BigChange employs 170 people and in 2020 won over £20m in new contracts.

The award-winning BigChange system is an all-in-one business management solution that includes CRM, job scheduling and invoicing, synchronised in real time with JobWatch, a mobile workforce app with vehicle tracking, together with a customer portal and booking app.

Valued at £100 million BigChange recently secured significant investment from Great Hill Partners, the growth-oriented private equity firm behind Wayfair, ZoomInfo and Notonthehighstreet, to drive further growth and innovation.

In 2020 BigChange was awarded a Queen's Award for Enterprise: Innovation, one of the highest business honours in the UK awarded for the company's contribution to international trade, innovation, sustainable development and promoting opportunity. Recognised by Best Companies with a two-star rating, the company has also featured in the Sunday Times Tech Track 100 in 2018, 2019 and 2020 and was named in the 2018 Deloitte Technology Fast 50.

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