



Why downtime management is essential for fleet optimisation



A case study in downtime management

No matter how much you've budgeted for the individual elements of your fleet's costs, the implications of each vehicle's downtime costs can have an impact on your business' revenue.

With an average vehicle costing £800 a day¹ when off the road, running a fleet with excessive downtime can make it very difficult to achieve fleet efficiency and control operational costs.

That's why, whether it's scheduled or unscheduled work, we ensure that your vehicle is the dealer's priority when the work needs to be completed via Lombard Vehicle Solutions (LVS) Downtime Management.

Our insights on dealership performance, fleet trends, manufacturers and telematics from the thousands of downtime events we manage annually ensure your fleet is on the road as much as possible, so your business' costs are controlled.

¹ Van downtime costing business £2.4bn | Van News (commercialfleet.org)

A close-up, low-angle shot of a male mechanic with a beard and tattoos, wearing a dark blue shirt, working on the underside of a vehicle. He is looking upwards with a focused expression. The image shows various mechanical components like rusted metal pipes, a blue coil spring, and a tire. The lighting is dramatic, with strong highlights and shadows.

LVS Downtime in practice

Background:

Our customer had a 600- strong, single manufacturer commercial fleet. They were experiencing feedback from drivers and managers that they had a huge off-road time, but the Fleet Manager had no visibility of what was wrong. Therefore, they were reliant on driver feedback, with no real understanding of the ongoing issues or true data to explain problems and trends in specific areas.

These issues were from lack of insight across the board, but particularly for warranty related work.

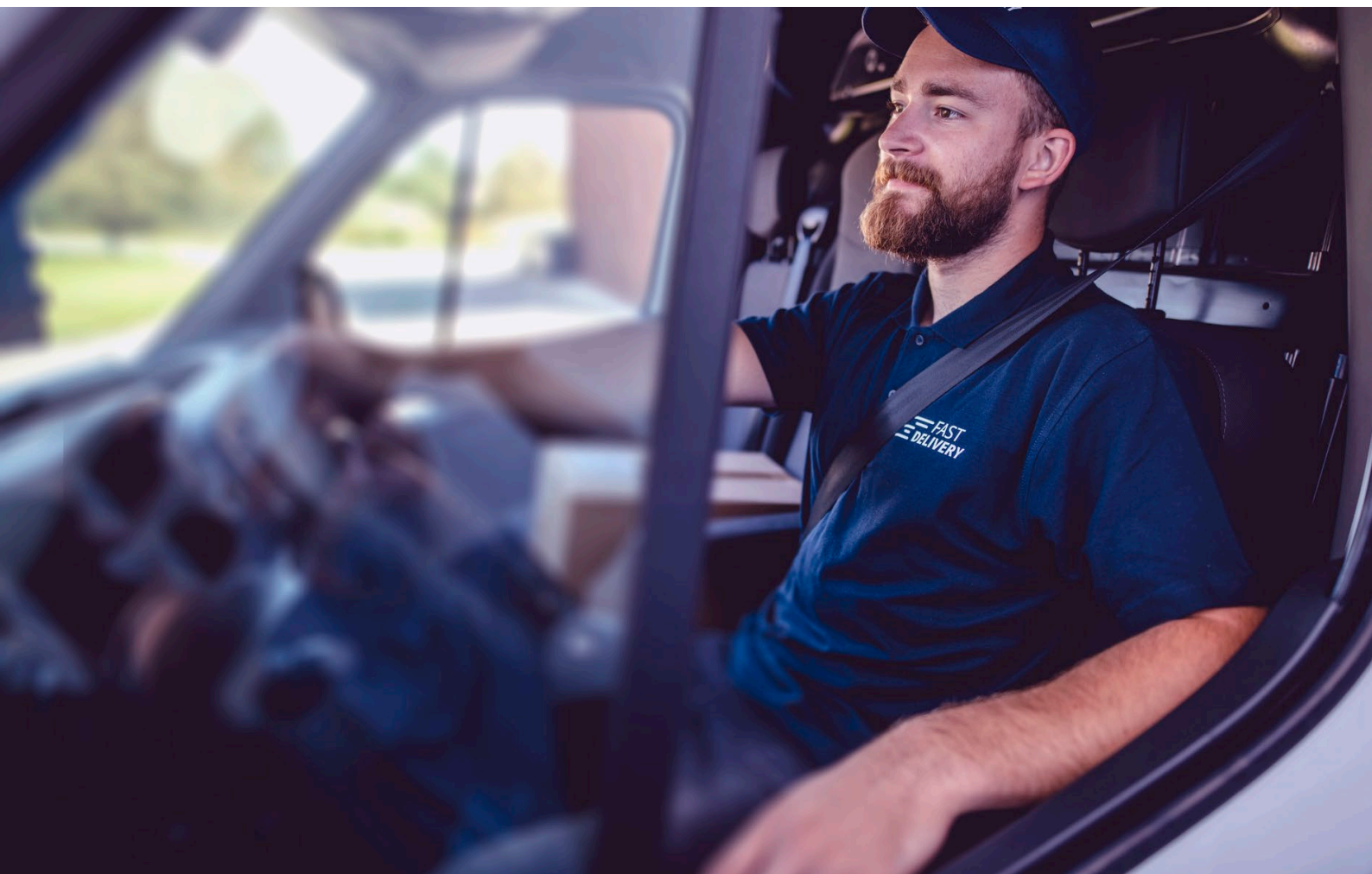
Our customer wanted to achieve and enhance their maintenance offering through planning and executing an efficient maintenance model. The hope was that their vehicle off-road costs and times were kept to a minimum.

They wanted our help to monitor both scheduled and unscheduled work, comparing it with trend insights within the fleet and improving their service delivery.





The Task:

- 1** Connecting with the customer's own telematics allowed us to see all maintenance work – including warranty issues – that is often more challenging to obtain data on and quantify. This allowed us to analyse both data and vehicle information which highlighted while there were some longer events when a vehicle is off the road (VOR) with routine maintenance, most of the issues came from manufacturer warranty faults that LVS were not being made aware of.
- 2** This led us to investigate trends in our own maintenance data to model a new fleet mix using different manufacturers to try to reduce initial downtime causes.
- 3** On top of this, we utilised our own Downtime Controllers, focusing on dealerships, expediting and bearing down on slow turnaround times and chasing vehicles that seemed snagged up with longer job lengths.
- 4** Finally, we were able to recommend the dealerships to avoid, as well as the best performing dealerships to work with. All of which helps reduce VOR further.





The results

-  **Downtime** was reduced by an average of 1.6 days per event, which meant a saving of £1,280 per event. Achieved as a result of our Downtime Controllers working with maintenance shops to ensure work was carried out efficiently and effectively.
-  **Data recorded and gathered** from 162,000 events recorded by LVS UK's maintenance software system. Using this data ensured that benchmarks and targets were set.
-  **Dashboard created** to report on performance and to communicate measurable improvements made.
-  **Telematics introduced** to monitor events, including warranty work that LVS wouldn't normally have sight of.



“The work Lombard Vehicle Solutions have completed for us on downtime will go a long way to helping manage our fleet better, reduce our hire costs and get the maximum efficiency out of our fleet. Having full visibility of downtime reporting will enable us to make the right choices on vehicle types and manufacturer partners.”

Group Head of Procurement

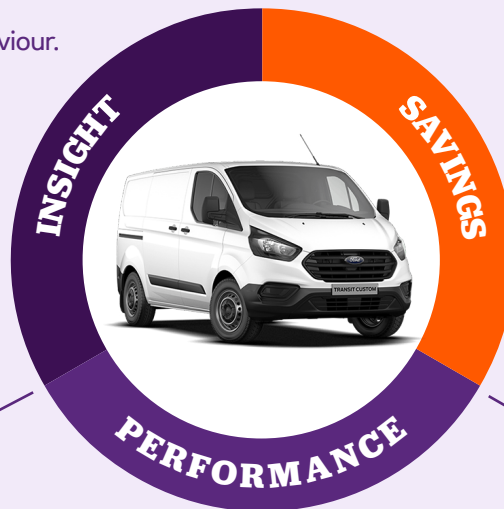
LVS Downtime: helping your business stay on the road

Provides an unparalleled level of insight:

- Individual maintenance sites.
- Models and derivatives.
- Manufacturers.
- Manufacturer warranty work (when combined with telematics).
- Provides power to Fleet Managers when negotiating with manufacturers.
- Provides insight on trends within the fleet.
- Provides insight on driver behaviour.
- Improves customers decision making ability.
- Improves LVS' ability to direct work to specific locations.

Reduces costs by keeping vehicles on the road:

- Drive down VOR through real-time monitoring of scheduled and unscheduled work.
- Cuts administration by providing all the information the customer needs through one place and monitors 24/7.
- Reduced vehicle hire costs.
- Effective use of OEM or Non-OEM parts depending on circumstance.
- Allows fleets to select the right vehicle to avoid potential downtime.
- Make effective use of planned maintenance.
- Reduce the impact of unplanned and costly maintenance.



Improved fleet performance and availability:

- Plans and executes the most efficient maintenance.
- Vehicles are maintained and to the highest levels, meeting operational and legal obligations.
- Live data available to fleet managers to answer incoming queries from business unit managers.
- Enables departments to manage their own vehicles downtime efficiently.
- Allows for preventative maintenance to take place to reduce potential future downtime.
- Work with your dealers to manage parts to reduce downtime.

Keeping your vehicles on the road ensures your business is working optimally

Our Business, Intelligence and Consultancy team can work with you to ensure you're supported when reducing your downtime management and makes sure your fleet stays on the road for as long as possible.

If you're interested in learning more, you can contact us: 0117 908 6490.

About the contributor



Russ Boulton
LCV Consultant

Specialisms:

- Light commercial vehicles
- Total cost of ownership
- Vehicle conversions and type approval

Russ works closely with fleets to identify vehicles that will provide optimal performance for the operational requirements and TCO demands of the business. He has a number of years of experience in the Van Conversion market, providing him with a wealth of knowledge and technical understanding of the process.

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Let's talk

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