

SERVICE
ENGINE
SOON

Maintenance Management

A guide to our services



ARVAL

A BNP PARIBAS company

Keep your fleet on the road with Arval

Managing a fleet of vehicles is a big undertaking. It is challenging from a cost management point of view, but it also takes considerable co-ordination to ensure the fleet is productive, while still meeting driver expectations.

Arval is the UK's leading supplier of fleet maintenance management services and whatever the size of your fleet, we have the expertise to make sure it performs efficiently, safely and cost effectively whilst providing a convenient service to individual drivers.

Taking care of over 160,000 fleet vehicles throughout the country, the Arval Maintenance Management Service allows thousands of businesses to reduce their fleet operating costs. Our purchasing power ensures that our clients benefit from highly competitive prices from all our suppliers which includes service and fast fit outlets, vehicle recovery operators and car rental companies.

To ensure your fleet is run as cost-effectively as possible we authorise maintenance transactions on your behalf in advance of the work being carried out.

All authorisation is handled by our highly experienced technical team. Only transactions which are strictly necessary are authorised and all costs are checked for value.

We can then provide comprehensive management reports, helping you identify how and where cost-saving measures can be made, both at overall fleet and individual driver level.

Arval also saves you the cost of administering these processes yourself, helping to reduce your costs and increase control.

Our comprehensive consultancy service offers support and advice to your company through our dedicated team of experienced Account Managers.

All of this is backed by a range of fleet management services, which ensures you get the maximum performance from your fleet with a service that's simple, comprehensive and cost effective.



The network



The network

Complete convenience and massive purchasing power

The Arval network has been carefully developed to offer our clients convenient and high quality fleet maintenance. Our purchasing power guarantees discounts from all suppliers.

Arval's nationwide network includes over 10,000 maintenance outlets consisting of franchised dealers, independent outlets and fast-fit operators, supported by mobile service agents. This network has been set up to cater for the needs of fleet operators and for the convenience of individual drivers.

All garages within the network are thoroughly vetted and constantly monitored to ensure they meet the stringent standards of quality and service that Arval demands.

Within the network are an elite group of approximately 1,000 outlets that fall into our 'Preferred Supplier' category. In addition to better discounts on the cost of labour and parts, this network can offer additional benefits, such as courtesy vehicles, wash and valet services and vehicle collection and delivery.

24 hour Driver Assistance

Total convenience for your drivers

Offering total peace of mind to you and your drivers, our Driver Assistance Team will help resolve driver issues as quickly and cost effectively as possible.

Using vehicle records and fleet policy details the operator can quickly deal with the situation and then direct your driver to the service outlet which is most convenient and appropriate for their requirements.

By carrying out 20% of all maintenance transactions, mobile fitters make sure that employee downtime is kept to a minimum. Services such as glass replacement, new tyres and minor repairs can be carried out at the driver's home, place of work or other convenient location.

Best Fleet Management
Best Fuel Card
Best Fleet Van service provider





Service and Repair

The Arval Service and Repair Card

Reduced fleet administration costs

Keeping your fleet administration at a minimum is always our aim. To achieve this we have developed the Arval service and repair card. Use of the card allows all maintenance transactions to be paid for, logged and reported clearly to you on a concise invoice.

Service and repair cards are used to pay for all fleet servicing, maintenance and repairs, up to a pre-agreed limit, which is embossed on each card.

The card is accepted throughout Arval's maintenance network and can be used by drivers to pay for fleet servicing, maintenance and repairs, including;

- Routine servicing
- Essential repairs
- MOT testing
- Tyres
- Exhausts
- Glass
- Breakdown recovery
- Batteries
- Vehicle Rental

Above the pre-agreed limit, the service provider must ring Arval for authorisation before proceeding with any work.

Maintenance Control

Your fleet in expert hands

Arval's Maintenance Control Team consists entirely of qualified motor engineers who use their expertise to help manage your fleet maintenance more effectively.

With immediate access to the service history for each vehicle on your fleet, our qualified technicians can make quick and informed decisions to ensure that prices quoted by service outlets are acceptable and work complies with specified manufacturer ICME times.

These comprehensive checks, combined with keeping up to date manufacturer maintenance recommendations, form part of Arval's Maintenance Management Service. Not only does this allow costs to be controlled, but it also ensures compliance with key health and safety requirements.

Another area where fleet maintenance savings can be made is tyre replacement. Consequently, we have a specialist tyre team who are dedicated to finding your fleet the best value tyre solutions, without compromising on safety.

The Maintenance Control Team can also offer specialist technical advice to clients and drivers about specific issues or problem vehicles. And should the situation arise, the team can use their knowledge to represent you on 'out of warranty' and manufacturer 'goodwill' claims.

Control



Breakdown Service

Getting back on the road

Although rare, breakdowns are an inevitable aspect of operating a fleet. The Arval Breakdown Service is designed to make breakdowns as hassle free as possible for both the driver and your business.

We work with a leading recovery provider to offer your fleet a comprehensive breakdown service. The 24 hour, nationwide facility makes sure a broken down vehicle is recovered and back in action as quickly as possible.

In addition European recovery can also be arranged if this service is required.

Invoicing and Management Reports

Keep track of your costs and fleet data the simple way

To save your valuable administrative time all service and repairs are consolidated by Arval into a single detailed and itemised statement.

Arval also provides a full range of management information reports, which include detailed information on all maintenance expenses – including exceptional costs and service detail reports, as required.

In addition to the electronic and printed reports, our online service provides additional convenience and management control. Logging in via a secure connection, gives access to an extensive driver and vehicle reporting system.

Using fleet data we can generate a full fleet review, to build up a complete picture of operations for future analysis. From here, our experienced account managers can advise you on the management of your fleet and relevant maintenance issues. We also offer a comprehensive consultancy service to help develop your fleet policy.



Fleet Services

Additional Fleet Services

Adding more value to your fleet

Arval offers a comprehensive range of fleet management services which are all designed to keep your fleet moving as smoothly and efficiently as possible.

Fleet Administration

We'll organise the re-licencing of your vehicles, deal with parking fines and send out reminders to make sure MOT's are carried out on time.

SMART Repairs

Small to medium area repair techniques are used on a range of problems which includes stone chips, minor dents, paint scuffs, alloy wheels, windcreens, upholstery and dashboards.

Driver Services

Saving your drivers time, we offer a range of services from support and advice to the dispatch of driver information.

Accident Management

Reduces the time and cost of dealing with road accidents and car crime.

Risk Management

In response to recent UK Government health and safety legislation impacting on drivers at work, Arval provide a service designed to help companies introduce measures to reduce driver and vehicle risks.

More about Arval

End to end fleet solutions

Arval leads the field in vehicle finance, fleet and fuel management services. We provide individual client solutions for contract hire, fuel management, fleet management, leasing, personal motoring schemes and short term hire.

As part of BNP Paribas, one of Europe's largest banking groups, we have over 160,000 vehicles under management and over one million fuel cards in circulation in the UK alone.

Arval has won many awards for achievements in quality and innovation for fleet management and vehicle financing. We recently won the 2005 Fleet Excellence Award for Best Fleet Management, Best Fuel Card and Best Fleet Van service provider.



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