

Ministry of Defence *“The Ryder bid offered the highest standards of technical and commercial confidence and the best value for money, both to the British forces based in mainland Europe and the tax payer”.*

on target



Most civilians would probably be surprised by the sheer size and scope of the fleet of vehicles it takes to provide effective transportation support for the British Forces based in Northern Europe.

That's why Ryder was proud to be awarded the contract in 1996 with their subcontracted partner PHH to supply more than 2,500 vehicles to 11 Army garrisons and Royal Air Force stations in Germany, Belgium and the Netherlands as part of a move by the Ministry of Defence to outsource their non-operational or 'white fleet' transportation operation to specialist suppliers.

The Ministry was looking for ways to increase efficiency, reduce costs and increase the reliability and mission availability of operational vehicles. To help achieve these aims Ryder, supported by PHH, provides a technically advanced Fleet Management Information System to keep constant control of the motorcycles, cars, minibuses, cargo trucks and coaches that support the work of the Forces and their operations – vehicles selected to provide an optimal balance between reliability, suitability and cost.

To maintain this diversified fleet, Ryder has established 4 dedicated workshops centred in Germany which are fully staffed by Ryder's skilled technicians and supervisory personnel.

A further key element in the maintenance operation is a team of fully equipped specialist workshop vans, providing support at unit locations to keep vehicle downtime to a minimum. Manned by highly skilled and qualified Ryder mechanics, these visiting service units greatly assist the complex process of maintaining an optimum number of vehicles in constant mission-ready condition, and are themselves supported by a network of local dealers and workshops, chosen and regularly monitored by Ryder.

Accidents and breakdowns are dealt with 24 hours a day, 365 days a year and Ryder is committed to providing a technician within 2 hours of call receipt anywhere in



FLEET MANAGEMENT Case study

PROBLEM:

- MoD needed to increase vehicle reliability and mission availability
- Requirement for greater efficiency of overall transportation operation
- Need for maintenance support at geographically distant locations
- High levels of customer care required at all locations
- Need to make savings where possible to reduce taxpayer burden

SOLUTION:

- Ryder operation focused upon maintaining vehicles in 'mission ready' condition at all times and in all locations
- Ryder expertise provides effective and cost effective support at all points of operation
- Team of mobile Ryder mechanics give continuous reliable maintenance service at all bases
- Excellent working partnership based upon mutual respect and consistently high standards of Ryder operation
- Cost savings currently running at 15% higher than MoD estimate.

northern Europe. High quality subcontractors repair or recover vehicles and arrange replacement vehicles or onward transportation as required for driver, passengers and cargo, regardless of the distances involved.

This network of support systems underpins Ryder's 100% commitment to mission availability and is yielding both high levels of customer satisfaction on the ground and hard reductions in costs.

Bruce Arlinghaus, Contract Manager at Ryder explains "The Ryder / PHH team has saved the Ministry a reported 27% on its transport costs in Germany, compared to an expected 11% savings. We believe this achievement is a direct result of the real sense of partnership which has developed between Ryder and the MOD, in this and other fleet services projects."



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