



Customer Case Study:

A leader in Global Medical Technology initiates a Pilot Program utilizing Flexco Fleet Services for remarketing, transportation, and title services—cutting the remarketing process time in half, and decreasing average pick up time from 21 days to 6.

Customer Profile:

Provides hospitals and life science institutions with products and solutions aiming to improve clinical results and optimize workflows. Including solutions for intensive care, cardiovascular procedures, operating rooms, life science and more.

- Approx. 12,000 employees worldwide
- Sales in more than 135 countries
- Operations in 40 countries
- US Fleet size/International Fleet size: 1000 / 400

Need:

Client was experiencing supply chain delays, remarketing and vehicle transport delays, and less than adequate customer service and response times from their current services provider. These pain points resulted in high driver frustration, increased rental spend, and an elevated administrative burden—resulting in a negative impact on their bottom line.

Discovery:

The monetary loss associated with delays in remarketing, transportation, and customer service response times was addressed with their current provider. A total shift from reactive to proactive management was needed. Pain points were acknowledged and metrics, data, and KPIs were established—resulting in better communication levels. However, Service Level Agreements were still not being met by their provider.

After continued frustration and administrative burdens, Bill P., the newly onboarded North American Fleet Operations Manager, set out to find vendors that could provide immediate relief and consistent levels of service. Upon meeting with Flexco Fleet Services, a Pilot Program was initiated.

“It’s about a process, a system and a commitment to being the best. I needed to test drive Flexco to ensure that the product and service was vastly improved and 100% more efficient.” ~Bill P.

Flexco Services Provided:

- Vehicle Remarketing
- Title & Registration Services
- Transportation and reassignment
- FlexConnect, Flexco’s Online Customer Portal

Results:

- Smooth and seamless onboarding process and “Communicative Excellence”
- Average pick-up time went from **21 days to 6 days**
- Client administrative burdens were eased, and transport moves are now efficient and reliable
- Client now can easily track every vehicle in realtime via the FlexConnect Customer Portal
- Customer service call backs and email response times occur in **hours (max 1 business day) vs. 3 days**
- From start to finish, the remarketing process now takes on average **15-30 days* vs. 45-60 days**

*Days to sell may vary due to unforeseen circumstances.

In a follow up interview about their Flexco experience, the Client stated, *“On a scale of 1-10, Flexco is a 12... They are committed, transparent, proactive and communicative. We don’t have to follow up; if there is a problem Flexco tells us right away; Flexco quarterback the transaction from start to finish; and if something does go wrong because of a contracted vendor, they stand behind it and resolve the issue—many times at no cost to us.”*

About Flexco:

Flexco is a family-owned and operated fleet remarketing services company that works with small fleets to Fortune 500 companies, as well as fleet management companies. Flexco offers efficient, effective remarketing services, transportation services, title & registration services, and company/employee sales programs. **Questions? Get in touch: fleetfreedom@flxfleet.com**

For information or to set up a Client Discovery call, contact Dan Fierro at Dfierro@flxfleet.com.