

Integrated Workflow solution offers leasing companies multiple benefits

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Sofico believes that the Workflow solution built into its Miles fleet management system can take business processes to a new level in key areas where there is capacity for errors, omissions and non-conformance.

Miles Workflow can be used to automate and streamline the key work activities of a leasing company ensuring consistent service delivery. Complex processes that cut across different departments can be standardized, monitored and managed more effectively; and Miles Workflow can also be used to target underperforming processes as well as creating an easily-identifiable audit trail of business performance.

One area where the solution can deliver real improvements in performance is in the set-up of accounts for new fleet customers, an area which is notoriously complex and time-consuming, typically involving a number of different departments.

"With the set-up process, the leasing company faces recording and configuring onto its systems wide ranging, complex functional requirements, such as vehicle policy, driver grade groups, quotation preferences, credit lines, master agreements, contact points for in-life services, invoice and billing rules, and cost centre set-up. It's complex, demanding and time-consuming," said Roger Smith, head of Sofico UK.

"New customer set-up typically includes the involvement of a number of different departments such as sales, account management, underwriting, vehicle purchasing, billing and finance, thus creating the opportunity for important detail to slip between the cracks.

"However, by automating the process to ensure it is standardised and controlled, leasing companies can reduce set-up times, improve customer take-on efficiency and reduce the opportunity for costly downstream errors," he said.

The Miles Workflow tool can be used to deliver benefits in a number of leasing company problem areas, such as ensuring that end-of-contract recharging processes are consistently executed, managing underwriting and finance approval and tracking new vehicle orders through the supply pipeline through to final customer delivery.

The Workflow tool also allows management by exception, so that staff focus is pro-actively directed to tasks requiring their attention instead of spending their time searching for it themselves. External supplier partners such as dealers, used vehicle buyers and fleet managers can also be linked into workflow processes to increase efficiency. Workflow also offers really benefits in training new staff as the workflow system 'guides' them through the key activities and next steps applicable to their role.

Following successful implementations around the world, Sofico recently launched its second generation Miles software system in the UK, developed specially for contract hire and leasing companies and large fleets, and is currently in contract discussions with a number of leading companies.

"We believe that Miles Workflow is an essential tool to help leasing companies tackle a myriad of process issues and improve efficiencies across the board. And because it is integrated, rather than stand-alone, any process can be effectively managed and the cost of implementation dramatically reduced," added Roger Smith.

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