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## **INDUSTRY-LEADING ONLINE SOLUTIONS AND PERSONAL SERVICE KEY TO OGILVIE FLEET WINNING FORBO FLOORING CONTRACT**

Forbo Flooring UK Ltd is the latest company to benefit from utilisation of Ogilvie Fleet's comprehensive range of state-of-the-art online tools after outsourcing its company car and van fleet to the expanding leasing provider.

Derbyshire-headquartered Forbo Flooring UK Ltd, which has four other offices nationwide, is a leading global player in high-quality commercial and residential floor coverings and total solution flooring projects.

Following a fleet funding review and competitive tender, Forbo Flooring UK Ltd has switched contract hire and fleet management supplier for the provision of its 75-strong company car fleet and four light commercial vehicles.

As well as supplying new vehicles, Ogilvie Fleet has taken over management of the legacy fleet of company cars and vans and is supplying a range of other solutions under a total outsourcing umbrella including: fleet and accident management, short-term hire, driver risk management including licence checking and driver support.

However, it was Ogilvie Fleet's multi award-winning online solutions and its commitment to technology - as well as its focus on personal service - that was critical in securing the contract.

For example: Online quotations empowers drivers to seek out their new company car reducing internal administrations for Forbo Flooring UK Ltd, while MiFleet Showroom delivers critical real-time fleet management information and a Driver Guide app gives fleet drivers access to a wide range of essential information on the move.

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Rosemary Norman, Forbo Flooring UK Ltd's purchasing category manager which includes responsibility for fleet contracts, said: "Throughout the tender process we felt a high degree of confidence among Ogilvie Fleet's managers and back office support staff that they could be trusted to manage our vehicle fleet effectively, successfully and minimise problems."

Duncan Ogilvie, chief executive of Ogilvie Fleet parent company Ogilvie Group, met Mrs Norman and her HR colleagues at the first meeting and, she said: "Business is about people and taking a personal approach. We genuinely felt that Ogilvie Fleet cared about our business and wanted to win the contract."

Referring to Ogilvie Fleet's industry-leading technology, Mrs Norman said: "Our drivers will be able to make informed decisions about their future choice of vehicles taking into account of our fleet policy, while simultaneously our fleet manager has a complete overview of the fleet and any actions that need to be taken".

Mrs Norman also praised the transparency of Ogilvie Fleet's costings and particularly its industry-leading total transparency policy in respect of end of contract damage charges relating to company cars and vans. The company operates a standard fixed recharge cost matrix that customers' leasing company cars and light commercial vehicles sign up to in their master hire agreement.

She said: "Such openness gives us confidence that we have made the right decision in making Ogilvie Fleet our vehicle provider."

Ogilvie Fleet has almost 12,000 company cars and vans on its books and sales and marketing director Nick Hardy said: "A combination of online solutions that reduced the fleet administration burden for Forbo Flooring UK Ltd while empowering drivers to self-help, and our long-established reputation for personal customer service were crucial in winning the contract. They are two of the major hallmarks of the business."

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### Editor's notes

Ogilvie Fleet provides contract hire, leasing and fleet management solutions for UK and European companies operating vehicle fleets ranging from five to 2,000+ units.

The fleet today totals almost 13,000 vehicles, making the company one of the largest independent contract hire and leasing specialists in the fleet sector.

Ogilvie Fleet's reputation is built on an ability to deliver bespoke solutions and a consistently high quality of service, linked with competitive pricing and a 'real world' ability to work in partnership with clients. In essence, the organisation delivers the perfect combination of small company service ethos and large company buying power.

That philosophy has won Ogilvie Fleet a string of industry awards in recent years. They include: winning the Experteye Fleeteye CSI (customer satisfaction index) Award in 2010, 2011, 2012 and 2013 and Customer Innovation Award 2014; winning the 2012 Best Customer Service Award at the annual *Fleet News Awards*; the Leasing and Contract Hire category of the 2013, 2014 and 2015 *BusinessCar Fleet Technology Awards*; beating 49 other contract hire and leasing companies to win the 'FN50' Customer Service Award from *Fleet News* in 2012 and the FN50 Customer Service Team Award in 2013; and being named Fleet Service Company of the Year in the inaugural *Business Eye Northern Ireland Fleet Industry Awards 2014* and Innovative Company of the Year in the 2015 Awards.

### For further information contact:

Nick Hardy, sales and marketing director, on 0845 217 9871 or email

[nick.hardy@ogilvie.co.uk](mailto:nick.hardy@ogilvie.co.uk)

### Ogilvie Fleet Ltd

Sir Wilfrid Newton House, Newton Chambers Road

Thornccliffe Park, Chapeltown, Sheffield, S35 2PH

[www.ogilvie-fleet.co.uk](http://www.ogilvie-fleet.co.uk)