

9 November 2012

OGILVIE LEADS THE FLEET INDUSTRY WITH TOP CUSTOMER SERVICE AWARD

It's official! Ogilvie Fleet provides the best customer service among Britain's 50 largest contract hire and leasing companies that are collectively responsible for managing more than 1.2 million vehicles.

The Stirling-headquartered independent contract hire and leasing specialist, which also has offices in Birmingham, Sheffield and Northern Ireland, was revealed as the winner of the 2012 FN50 Customer Service Award at a gala dinner on Tuesday (November 6, 2012) attended by 850 leading fleet industry figures at the Park Plaza Westminster Bridge Hotel, London.

The FN50 is an annual report on the UK's top 50 contract hire and leasing companies published by leading industry publication *Fleet News*.

The annual award is the latest in a string of successes for Ogilvie Fleet over the last two years, which includes: winning the 2012 Best Customer Service Award at the annual *Fleet News Awards*, which are known as the industry Oscars; being voted by fleet decision-makers the UK's top vehicle leasing and fleet management company for service in 2010 and 2011 and so winning the Experteye Fleeteye CSI (customer satisfaction index) Award; for the third year in succession in 2012, securing 'reader recommended' status from *Fleet News*; and earlier this year being highly commended in *BusinessCar* magazine's Techies 2012 Best Leasing and Contract Hire System category with the judges particularly praising its role in winning the Experteye survey.

In announcing Ogilvie Fleet as the winner of this year's FN50 Customer Service Award, *Fleet News* editor Stephen Briers said: "Ogilvie Fleet is a professional, well organised partner which delivers an excellent level of service on a consistent basis, no matter how big or small the issue. The customer service team is highly recommended by fleets who say it is always willing to go the extra mile. In short, Ogilvie provides a first class service."

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Ogilvie Fleet operates a fleet of almost 11,000 vehicles and sales and marketing director Nick Hardy said: "First impressions are critical in any organisations and, at Ogilvie Fleet, we believe that the way our Customer Services' team handles an inquiry from the moment they answer the telephone or respond to an email has been instrumental in the company's growth in recent years and in winning independent industry recognition.

"Going the extra mile is the raison d'être of the Ogilvie Fleet Customer Services' team. It is inherent to everything that the team does every single day."

Ogilvie Fleet customer services director Jill Stephen, who collected the award on behalf of the 14-strong team, said: "Our business relies on them making critical and informed decisions day in, day out working as an extension of a client's own fleet department. This independent recognition complements the plaudits we regularly receive from our customers."

As customer Mike Dolton-Deeley, of Birmingham Chamber of Commerce, said: "It's a pleasure working with such a professional, well organised partner such as Ogilvie Fleet which delivers an excellent level of service, on a consistent basis, no matter how big or small the issue. Nothing is too much trouble and the drivers of our cars are delighted with their vehicles on delivery and thereafter. I would thoroughly recommend any organisation to use Ogilvie Fleet, as its fleet provider."

Picture caption: Ogilvie Fleet customer services director Jill Stephen receives the award from Alasdair Stewart, brand director of Skoda UK, headline sponsor of the FN50.

Editor's notes

Ogilvie Fleet, which is headquartered in Stirling with offices in Birmingham Sheffield and Northern Ireland, provide contract hire, leasing and fleet management solutions for UK and European companies operating vehicle fleets ranging from five to 2,000+ units.

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The fleet today totals almost 11,000 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.

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