

keepingMinistryofDefencemoving

The British forces stay mobilised across Europe thanks to 'white fleet' vehicles such as motorcycles, cars, minibuses, cargo trucks and coaches that are mission-ready at a moment's notice. The Ministry of Defence needed to provide a top class service while also reducing their overall transportation costs. The Ministry of Defence chose Ryder.

> get moving now

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A quick overview

Their need

- Increase vehicle reliability and mission availability
- Greater efficiency of overall transportation operation
- Maintenance support within 2.5 hours anywhere in Northern Europe
- High level of customer care

Our response

- Maintain a 'mission ready' fleet of vehicles at all times and in all locations
- Ryder expertise provides efficient and cost effective support at all points of operation
- 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

mission ready

The full story

The customer

Most people think of the British Forces as jumping into tanks, jets and armoured vehicles to go to work. More surprising, is the sheer size and scope of non-operational or 'white fleet' vehicles it takes to provide an effective transportation service. Motorcycles, cars, minibuses, cargo trucks and coaches are needed at a moment's notice to support seven Army garrisons and Royal Air Force stations in Germany, Belgium and the Netherlands, as well as their operations all over Northern Europe.

The challenge

When the Ministry of Defence outsourced their transportation operation in 1996 they chose Ryder to provide their white fleet vehicles. Since then the partnership has grown from strength to strength, with Ryder re-awarded the contract in 2004.

The challenge today is in continuing to find ways to increase efficiency, reduce costs and increase the reliability and mission availability of 2,500 diverse vehicles.

The solution

Ryder has worked closely with the Ministry of Defence to develop a web-based Fleet Management Information System, built to the high specification needed to maintain constant visibility and control over the fleet. The vehicles have been specially selected to provide an optimal balance between reliability, suitability and cost.

Ryder has established four dedicated workshops centred in Germany, which are all fully staffed by Ryder's skilled technicians and supervisory personnel. What's more Ryder maintains a supplier support network, which involves more than 60 suppliers all over Germany based near or at the Ministry of Defence locations.

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 qualified Ryder mechanics, these visiting service units greatly assist in 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, which are 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 2.5 hours of call receipt anywhere in Northern Europe. High quality subcontractors repair or recover vehicles and arrange replacement vehicles or onward transportation as required for the 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.

"The Ryder bid offered the best value for money solution for British Forces Germany"

Maurice Fitzgerald
Head, Acquisition Policy and Commercial Services, BFG