

Stay  
Ahead



# RYDER MOBILE MAINTENANCE SERVICES (RMMS)

Flexible servicing for  
maximum fleet uptime



COMMERCIAL VEHICLE EXCELLENCE

[ryder.co.uk](http://ryder.co.uk)

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Stay Ahead



## RYDER MOBILE MAINTENANCE SERVICES (RMMS)

# THE UK'S LARGEST ON-SITE TRAILER MAINTENANCE SPECIALIST

### YOUR TRUSTED MAINTENANCE PARTNER

When it comes to choosing a maintenance provider, you want to be sure your commercial vehicles are in safe hands and being serviced, maintained, and repaired to the highest possible standards.

At Ryder, we recognise that an asset off the road can cost your business more than just a repair bill. That's why we make it our mission to minimise the disruption when bringing a trailer in for servicing or repair, by having the largest network of mobile maintenance technicians that come to you.



### MINIMUM DISRUPTION

Strategically located across the UK, Ryder's team of HGV mobile technicians deliver on-site service at your premises. They ensure on-site repairs and servicing are completed safely at a convenient time to suit your operation. By bringing the workshop to you, fuel costs are reduced and downtime is kept to a minimum.



### MAXIMUM EFFICIENCY

Our fleet of mobile service units are specified with the latest equipment - including air and power tools, and diagnostics technology - to ensure rapid diagnosis. From EBS/ABS braking systems and tail lifts, to moving floors and moving decks, our trained technicians provide the full suite of services, delivering higher levels of efficiency and uptime.



### A ONE-STOP-SHOP

We have access to one of the largest stocks of competitive, quality-approved parts for any make of trailer. We act as warranty agents for leading trailer and electronic braking manufacturers such as WABCO, HALDEX and Knorr-Bremse, and we advise on the latest industry technology and specification of ancillary equipment including tail lifts, double-deck trailers, EBS testing and tyres.

COMMERCIAL VEHICLE EXCELLENCE

## THE RMMS PILLARS

# WE KEEP YOU COMPLIANT, ON THE ROAD, AND HELP TO BOOST YOUR GREEN CREDENTIALS.

### COMPLIANCE SUPPORT

Ryder prides itself on supporting its customers to keep their operations safe and compliant. We are committed to training, equipping and delivering a UK-wide professional Mobile Maintenance Service.

#### ✔ Technicians

We ensure that all of our RMMS technicians are IRTEC-accredited, qualified and highly skilled, and deliver due levels of process and care. They are regularly quality-monitored by our engineers, and their mobile service units are audited quarterly. We equip them with parts, tools, welding facilities and the latest diagnostics technology, and we ensure they work within your health and safety policies, COSHH and all other relevant legislation.

#### ✔ Documentation

Our goal is to generate consistent, clear and compliant records for all our customers. Documentation is completed with an electronically validated signature, service sheets, LOLER and inspection sheets, and are all automatically sent to our customers via email upon job completion and uploaded to Ryder's online document portal. By using electronic scheduling and electronic service sheets securely stored online, you have easy access to your service history whenever you need it.

### FLEXIBILITY & UPTIME

Our Technicians are dedicated to keeping your trailers in service and on the road.

We maintain both Ryder assets (leased/rented) and customer-owned assets, at any location of your choice throughout the UK. Our national coverage means that we have the flexibility to work with you to fully support your delivery schedules, ensuring on-site repairs and servicing are completed at a convenient time to minimise disruption to you and your customers.

### SUSTAINABILITY

With average service schedules for trailers of between six and 12 weeks, taking your trailers to a dedicated workshop can soon rack up a fair amount of mileage and the associated fuel costs. Using RMMS to maintain your trailer fleet at your own premises removes unnecessary journeys, thereby reducing emissions and your carbon footprint – a real boost to those organisations who wish to promote their green credentials.

With driver shortages continuing to challenge fleet operators, RMMS also reduces the burden of having to allocate drivers to an off-site service or repair for several hours at a time when they could be supporting your core business.



### COMPLIANCE SUPPORT

Every technician is equipped with remote access technology to enable all the required documentation to be generated while with the trailer. Our Account Management team can also manage your fleet maintenance and service plan, ensuring compliance of your assets is reviewed and maintained at all times.



### FLEXIBILITY & UPTIME

Our tablet technology records data in real time with documentation emailed automatically to customers upon job completion and uploaded to Ryder's online portal. On-site photographic evidence gives early warning of damage, wear and tear, with issues highlighted before work commences.



### SUSTAINABILITY

Fuel costs are significantly reduced as vehicles are no longer required to drive to remote servicing locations. With vehicles remaining on site, drivers are therefore also no longer required to remain at a remote location for several hours whilst maintenance work is being undertaken.



## BACKGROUND

Polypipe is one of Europe’s largest manufacturers of piping systems and climate management systems for the construction, civils, and infrastructure sectors. Product deliveries are made either directly to construction sites, or to Polypipe’s wide range of builders’ merchant customers across the UK.

## CHALLENGE

Making sure Polypipe’s customers receive their deliveries on time, and undamaged, relies on the effectiveness and quality of the company’s significant UK transport operation. On average the company’s Doncaster trailer fleet of double decks covers around 16,000 miles every day with 6 drops per load, and must be kept on the road and running safely and reliably.

Not only must the mobile maintenance model present a cost saving to Polypipe so that their transport team can focus more on the core business, but as much of the maintenance work as possible should be undertaken on site at Doncaster rather than at a remote service location to maximise efficiency and uptime.

## SOLUTION

Ryder Mobile Maintenance Services (RMMS) provides all routine trailer maintenance services for Polypipe’s Doncaster-based trailer fleet of owned and rental trailers, including all MOTs, brake testing, body shop services and breakdown support. A core team of 4 full-time dedicated Ryder mobile maintenance technicians is located on site at Polypipe’s key

Doncaster facility 5 days per week, with additional technicians supplementing the core team in line with changing demands.

Ryder Mobile Maintenance Services was originally chosen as they offered a full mobile solution, with significant efficiency benefits, backed by a company the size of Ryder. This was a major step for Polypipe as it meant integrating 160 trailers, at the time, with a totally new supplier.

**Mark Walker**

Divisional Distribution Manager, Polypipe

## RYDER’S INCLUSIVE SERVICE PROVISION:

- A dedicated Ryder-managed, onsite parts facility for storing fast moving service parts ensuring continual parts availability
- Fully equipped mobile workshops for each IRTEC-qualified technician, with additional training relevant to the demands of the Polypipe trailer fleet
- Monthly Review Meetings with the Polypipe Transport Team to track performance via dedicated KPIs

Data generated from our regular performance reviews have really driven a culture of continuous improvement, and have also assisted Polypipe in informing their operating policies, their procurement policies, and the specifications for their fleet moving forward.

**Paul Probert**

Operations Director, Ryder Ltd

## RESULTS

- Increased efficiencies, improved visibility and transparency of costs from one contract
- Greater flexibility to support the growth and evolution of fleets with the capacity to scale accordingly whilst using minimum space on site
- Dedicated KPIs tracked at regular review meetings to drive a culture of continuous improvement

We’re delighted with our decision to partner with Ryder for our trailer maintenance needs. It’s really delivering on the essential assurance, uptime, efficiency and flexibility that we hoped for in moving to a single-supplier, mobile maintenance solution.

**Mark Walker**

Divisional Distribution Manager, Polypipe