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EC19.39 – BT Fleet Solutions partnership - draft 3

Europcar Mobility Group UK enhances Van SMR services with partnership with BT Fleet Solutions

Reflecting its growing focus on the van marketplace, Europcar Mobility Group UK has chosen BT Fleet Solutions to provide a tailor-made Service, Maintenance and Repair (SMR) service. The partnership gives Europcar Vans access to BT Fleet Solutions' extensive UK network of garages and mobile technicians for its ever-expanding and increasingly specialised fleet, maximising the availability of Europcar vehicles and ensuring a seamless level of service for Europcar Van customers.

BT Fleet Solutions was chosen by Europcar Mobility Group UK because it offers the LCV sector a bespoke SMR service, fully equipped to handle the biggest, most complex and demanding van fleet requirements. With over 65 garages and 500 partner garages across the UK, supported by 840 in-house experts, BT Fleet Solutions provides 24-hour assistance to businesses that rely on commercial vehicles for their day to day operations. In addition, BT Fleet Solutions' 52 mobile units provide a convenient solution to maintain customers' vehicles, further reducing vehicle down time.

As Stuart Russell, Commercial Vehicles Sales Director, Europcar Mobility Group UK explained, it was the breadth of service centres, combined with the depth of technical knowledge that made BT Fleet Solutions the right partner for Europcar Vans.

“In the last year or so we have seen a significant increase in the proportion of our van business on long-term rent, with the average number of days on rent up by a third year on year. We have also embraced the specialist vehicle requirements of our customers – many need specialist equipment such as shelving or beacons fitted or additional tooling which doesn’t come as standard.

“This change in demand reflects the fact that many businesses simply don’t want to commit to vehicle lease or acquisition – they want more flexibility. But they also need certainty of vehicle supply and reliability, which our long term rental solutions address.



“With this change in our customers’ requirements, we needed a partner that could provide support for vehicles on longer term rent. It is inevitable that vans doing more mileage are going to require more maintenance and support. But this can’t impact on the productivity of our customers’ businesses. By working with BT Fleet Solutions we can minimise fleet downtime for our customers and ourselves.”

BT Fleet Solutions not only has the network of garages and service centres, but access to specialist replacement vehicles for when Europcar Vans customers' vehicles are off the road for repairs or servicing. The locations of the BT Fleet Solutions garages and service centres was another important factor for Europcar, providing well placed expertise for the Europcar Van Supersite network. The 52 mobile units offer a further level of support to reduce vehicle down time.

Andrew Goodwin, sales director of BT Fleet Solutions added: “The partnership with Europcar Mobility Group UK harnesses the power of BT Fleet Solutions’ extensive network of garages and LCV expertise to help Europcar Vans deliver a complete fleet management solution to its business customers. Our extensive experience, already managing 80,000 LCVs and HGVs for many of the UK’s blue chip companies, gives us the insight to help Europcar Vans keep its fleet on the road, minimising downtime and giving their customers a service they can rely on in a competitive landscape.”

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Contacts

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About Europcar Mobility Group

Europcar Mobility Group is a major player in mobility markets and listed on Euronext Paris.

The mission of Europcar Mobility Group is to be the preferred “Mobility Service Company” by offering alternative attractive solutions to vehicle ownership, with a wide range of mobility-related services: cars rental, vans and trucks rental, chauffeur services, car sharing, scooter sharing and peer-to-peer car sharing.

Customers' satisfaction is at the heart of the Group's mission and all of its employees and this commitment fuels the continuous development of new services.

Europcar Mobility Group operates through multi brands meeting every customer specific needs; its 4 major brands being: Europcar® - the European leader in vehicles rental services, Goldcar® - the most important low-cost car rental company in Europe, InterRent® – a ‘mid-tier’ brand focused on leisure



and Ubeeqo® – one of the European leaders in car sharing for both businesses and end-customers market.

Europcar Mobility Group delivers its mobility solutions worldwide solutions through an extensive network in 137 countries (including 18 wholly owned subsidiaries in Europe, 2 in Australia and New Zealand, franchises and partners).

Further details on our website:
www.europcar-mobility-group.com

About Europcar Mobility Group UK

Europcar Mobility Group brands in the UK encompass:

Europcar – European leader of cars rental, vans and trucks rental

Goldcar – Low-cost car rental leader in Europe

InterRent – Mid-tier car rental specialist (leisure-focused)

Ubeeqo – One of European leaders in car-sharing (round trip, B2B & B2C)

E-car Club – UK based electric pay-per-use car club

Brunel – a London based chauffeur-services company

More than 2,389 people work for Europcar Mobility Group UK and it has a combined fleet across all brands of over 45,000 vehicles.