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*London, 7th January 2020*

# Europcar Vans partnership with Rivus Fleet Solutions keeps businesses on the move

## Early data reveals value of mobile units

Six months on from announcing its partnership with Rivus Fleet Solutions (formerly BT Fleet Solutions), Europcar Mobility Group UK has released the first data on how the bespoke Service, Maintenance and Repair (SMR) service is supporting its Europcar Van customers.

Rivus Fleet Solutions was chosen by Europcar Mobility Group UK to provide a tailor-made SMR service as it increased its focus on the van marketplace. The partnership gives Europcar Vans access to Rivus Fleet Solutions' extensive UK network of garages and mobile technicians for its ever-expanding fleet of core and specialist commercial vehicles, maximising availability and ensuring a seamless level of service for its customers.

Access to the comprehensive network of garages and mobile technicians has significantly enhanced the level of service for businesses using Europcar AdVANtage long-term rental. And the mobile units have played a particularly valuable role in ensuring there is as little disruption as possible to mission-critical vehicles, keeping down-time to a minimum.

"The majority of our vehicles on long-term rental are mission-critical for our customers", explained Stuart Russell, Commercial Vehicle Sales Director, Europcar Mobility Group UK. "It's therefore not surprising that the mobile units from Rivus Fleet Solutions are the first choice for many of our customers when they need SMR assistance. However, the Rivus workshops are also playing a crucial role in handling more complex jobs, such as vehicle equipment fitting."

In the first six months, there have been 82 call outs for the SMR service, of which 77 were answered by the Rivus mobile units and 5 handled at the Rivus workshops. Crucially, the accessibility to the Rivus network has seen a 20% reduction on average in vehicle downtime for Europcar Vans customers.

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With over 65 garages and 500 partner garages across the UK, supported by 840 in-house experts, Rivus Fleet Solutions provides 24-hour assistance to businesses that rely on commercial vehicles for their day to day operations. In addition, Rivus Fleet Solutions' 52 mobile units provide a convenient solution to maintain customers' vehicles, further reducing vehicle down time.

Rivus 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.

"Looking back over the first six months of this new partnership, it's clear that Rivus Fleet Solutions is giving our customers confidence that down-time on mission critical vehicles will be kept to a minimum", continued Stuart Russell. "And the mobile units are particularly valuable, offering the customer the flexibility and convenience of having work done at their workplace, rather than vehicles being taken out of commission for a trip to a static workshop."

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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 and scooter 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 140 countries (including 20 wholly owned subsidiaries in Europe, 2 in Australia and New Zealand, franchises and partners).

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**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 2,300 people work for Europcar Mobility Group UK and it has a combined fleet across all brands of over 45,000 vehicles.