



EC21.10 – Allstar Portal announcement

24th May 2021 UK

**EUROPCAR MOBILITY GROUP UK SELECTS ALLSTAR SERVICEPOINT FOR
FLEET MAINTENANCE AND REPAIR**

**Contract reflects increased focus on long-term rental as part of overall growth
strategy**

Europcar Mobility Group UK, the leading vehicle rental provider for business and leisure drivers, has signed a new deal with Allstar Business Solutions to use ServicePoint to manage the changing maintenance and repair needs of its own fleet.

As Ron Santiago, Managing Director, Europcar Mobility Group UK explained, this is an important development to underpin the company's long-term rental solutions. "In 2020 we experienced a 43.3% growth in the average rental length. This is a substantial change, reflecting the increasing desire of businesses and individuals to use rental rather than committing to long-term lease agreements.

"With this increased focus on delivering a service for customers who will retain vehicles for several months or more, we needed to enhance our processes for managing maintenance and repair, and keep 'off-road' time to the minimum. We selected Allstar ServicePoint as the best way to achieve this because of its comprehensive network with manufacturer franchises.

"As a result we have already seen our 'off-road' time reduce on average by two days and we anticipate even greater efficiency benefits over the coming years as our long-term Flex solutions gain market share."

The Europcar fleet comprises more than 32,000 vehicles – including over 100 EVs – from a wide variety of makes and models. The Europcar preference is for franchise dealers to handle maintenance and repairs and previously, it worked with each manufacturer network separately. The adoption of Allstar ServicePoint streamlines this process onto a single platform to bring significant operational efficiencies, from reduced administration to in-depth reporting, as well as improving the customer service experience.

ServicePoint is provided by Allstar Business Solutions based on technology from epyx. It is an online portal designed for SMEs and corporates that maintain company cars and vans but either lack the resources required to proactively manage their SMR or want to take more effective control over the processes involved.

Paul Holland, Managing Director of UK Fuel at Allstar Business Solutions added: “The trend Europcar Mobility Group UK has seen over the last year of longer average rentals is fascinating and very much fits in with fleet trends during and following the pandemic. We see ServicePoint as being ideally placed for rental providers who are having to deal with changing maintenance and repair needs while meeting customer expectations of quality, flexibility and minimum downtime, and we are very pleased to sign this new deal.”

End

Contacts

Press Relations

Wendy Harrison/Jane Lewis – europcarmobilitygroupUK_PR@harrisonsadler.com

020 8977 9132

About Europcar Mobility Group

Europcar Mobility Group is a major player in mobility markets and listed on Euronext Paris. Europcar Mobility Group's purpose is to offer attractive alternatives to vehicle ownership, in a responsible and sustainable manner. With this in mind, the Group offers a wide range of car and van rental services – be it for a few hours, a few days, a week, a month or more – with a fleet that is already "CO2 light" and equipped with the latest engines, and which will be increasingly "green" in the years to come (more than 1/3 electric and hybrid vehicles by 2023).

Customers' satisfaction is at the heart of the Group's ambition and that of its employees. It also fuels the ongoing development of new offerings in the Group's three service lines - Business, Leisure and Local - which respond to the specific needs and use cases of both businesses, professionals and individuals. The Group's 4 major brands are: Europcar® - the European leader of car rental and light commercial vehicle rental, Goldcar® - the low-cost car-rental Leader in Europe, InterRent® – 'mid-tier' car rental and Ubeeqo® – one of the European leaders of round-trip car-sharing (BtoB, BtoC).

Europcar Mobility Group delivers its mobility solutions worldwide solutions through an extensive network in over 140 countries (including wholly owned subsidiaries – 18 in Europe, 1 in the USA, 2 in Australia and New Zealand – completed by franchises and partners).

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

About Allstar Business Solutions Limited

Allstar Business Solutions is the UK's market leading business and fuel expenses card provider, with over 40 years expertise. Accepted at over 90% of fuel sites across the UK, it has over 1.1 million cards in circulation across 38,000 businesses, giving drivers access to fuel spend across supermarkets, major oil companies and motorway fuel stops. The network encompasses around 7,700 sites nationwide.

For more information, please visit: www.allstarcard.co.uk