



Expense Reduction
Analysts

International Fleet & Mobility Management

Value Through Insight™

expensereduction.com

Do you recognise this?

- 📍 Your fleet is spread over multiple countries, within several business units
- 📍 A number of lease companies supply vehicles
- 📍 A range of manufacturers are taken
- 📍 Fleet data & processes are organised locally
- 📍 A multitude of policies are in place
- 📍 Consolidated overview, transparency and insight are difficult to obtain

If yes, then you will undoubtedly understand that it is quite a job to effectively manage the entire international fleet. Also that this requires specific knowledge & skills and continuous focus. Especially because of the central and regional aspects that sometimes seem to be at odds with each other.

Good for you to know that the fleet team of Expense Reduction Analysts - in short ERA - has this expertise. We can advise and help you to get *and* to stay in control.

In this brochure we like to tell you more about how we support clients managing an international fleet. You will learn more about:

- What makes an international fleet complicated?
- ERA's fleet team, their local knowledge & their team strength
- Our fleet approach
- Opportunities for better fleet management
- Our plan of action, step by step
- Results of collaboration with ERA
- Your win-win!

International fleets are complex

More countries, more buttons to be pushed

Running an international company requires additional skills. As a corporate manager of such a business, you know better than anyone that your attention has to be divided: first and above all, you are at the central steering wheel. But in order to achieve the best results, local situations have to be understood and paid attention to as well.

Managing an international fleet is no different. However, there are even more wheels to turn. Finding a sensible balance – central versus local – is an important yet delicate task. This requires continuous focus, so the business objectives and operational win-wins can be realised.

What makes an international fleet extra complicated?

Issues that occur and that you will certainly recognise:

- Legislation, taxation, culture and languages differ across individual countries
- Countries and business units operate and co-operate differently
- If savings have been achieved, will they be sustainable in the current operation of each country?
- Are all service agreements with lease companies unambiguous and consistent?
- How to implement company policy in the field of new drive trains and sustainability in all countries?



We can help

ERA's Fleet & Mobility Team can support you!

Our international team consists of 16 specialists based across Europe in 26 countries. Together, we have expertise in managing and controlling an international fleet centrally. Always tailored to the corporate requirements of our client. While at the same time including the local needs, requirements and wishes.

Central management & control

ERA's fleet team is managed by Henk Postmus (NL) and Sean Bingham (UK). Together, they combine over 70 years of experience in Fleet & Finance. As passionate experts they focus on all fleet activities. Think of Purchasing, Operations, Finance, Insurance, Policy, Fuel, Sustainability. And above all, on the cohesion between these.

Local knowledge & teamwork

Thanks to our joint knowledge and team strength we are able:

- **To provide our clients transparency and visibility of their current situation across Europe**

We gather and interpret the data for all entities in all countries. We combine vendor data with operational data and harmonize these, so that clients have full visibility and transparency of all their fleet operations.

- **To provide a methodology for management improvements**

We bring the expertise to manage the fleet in the best possible ways, ensuring that all stakeholders are represented and involved.

- **To provide a methodology for sustainable savings**

Doing a tender is one thing, maintaining the results is another. With our methodology, our clients do not have to retender every few years. We warrant that the saving results are maintained in the long run. The only reason to retender is when a client is not satisfied with the performance of the service providers.

- **To provide an international policy reflecting the new situation**

After selection of the service provider(s) we will align your central policy with all new agreements, the established budgets, and optimized processes. Always with attention for local culture, legislation and taxation. So that the forecasted results are guaranteed to be achieved.

[Meet our team members >](#)

Our Fleet Approach

A keen eye for all stakeholders involved, combined with the aim for an all-in solution that creates a responsible balance between Finance, HR, Processes and Sustainability.

This is the core of ERA's international fleet approach.

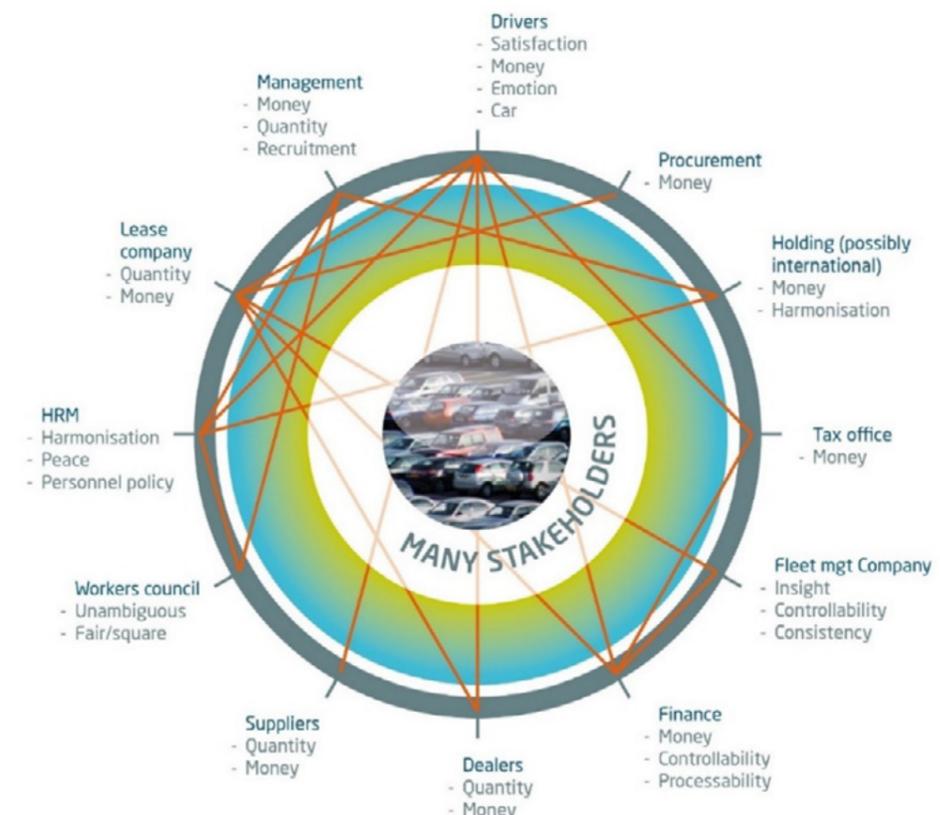
In order to be able to achieve your goals, it is important that we start with a detailed analysis of your entire fleet. In this way we make sure you have full visibility of the current situation. From there, we will help you design a future proof strategy that will cover new developments.

With that research input we will create the optimum solution for your international fleet. Using all available opportunities in sourcing, operation, and alternative mobility. Assisting you in the definition of the Price and Service Level Agreements at central and local level. And making sure your choices are worded in a new policy.

Did you know that...

- in a fleet many stakeholders are involved?
- each stakeholder has a range of interests?
- the interests are sometimes at odds with each other?
- with an international fleet, country cultures reinforce these aspects?

In the infographic below we have visualized this for you:



Aim for a suitable balance

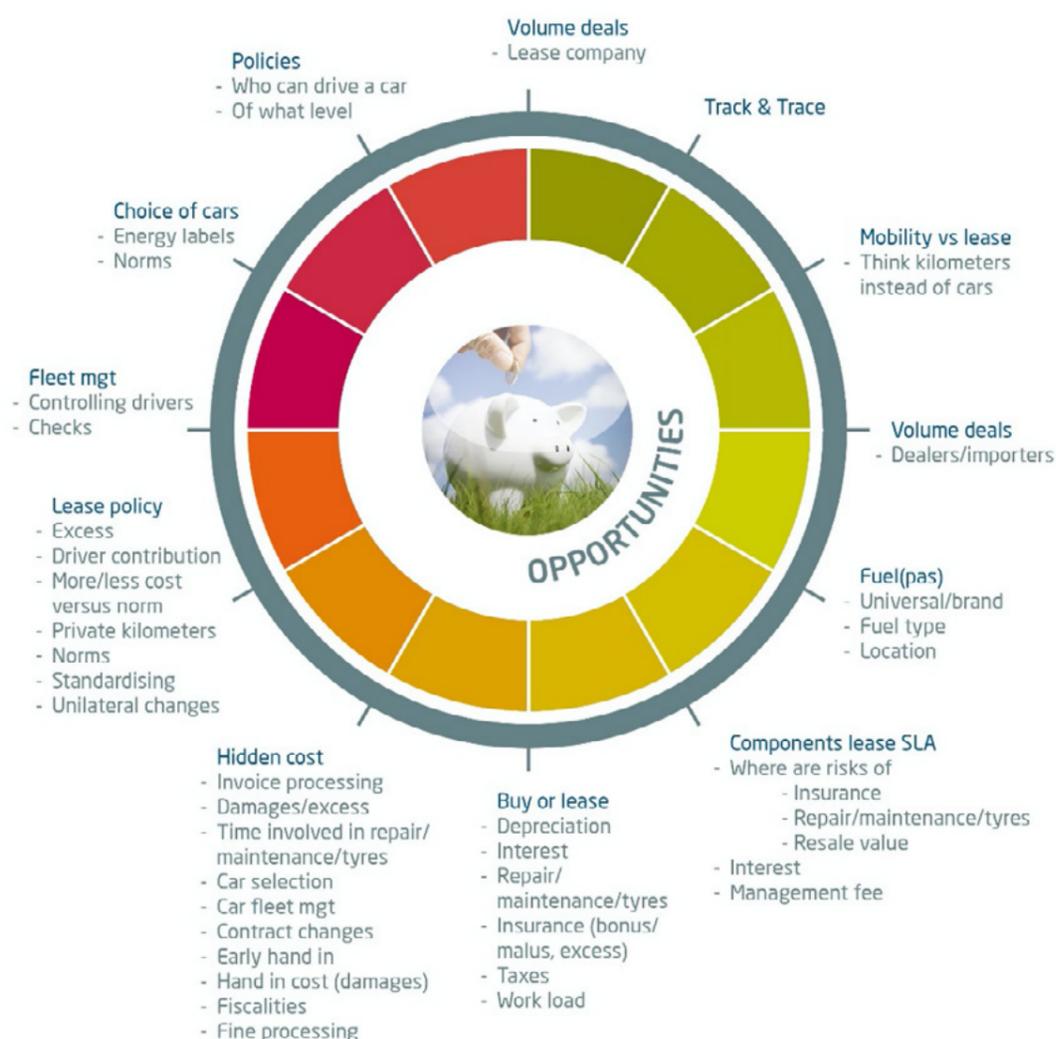
The ERA fleet team consciously opts for a holistic approach. Because then we are able to aim for a suitable balance between the involved stakeholders and their interests. And focus on an equilibrium between Finance, HR, processes and sustainability. With an optimal mix between attraction and retention of people & cost. And then, in this complexity, it is our challenge to achieve:

- Efficient processes
- Long-term solutions
- Sustainable results
- Tailored to you as our client.

Opportunities to better manage your fleet

Where can fleet improvements be found?

The infographic below shows you an overview of options we use to improve fleet management:



For each client we investigate what we can improve in which area.

To give you a first impression of our project method, we will outline 7 optimisation areas.

Seven optimisation areas

1. Sourcing
2. Cost of use
3. Contract management
4. Hidden cost management
5. Insurances and damage management
6. Alternative mobility solutions
7. Policy changes

1. Sourcing

Where do you buy or lease your vehicles? At what cost?

We have contacts with the lease companies, both national and international. And also with the brands, with importers and with dealers.

2. Cost of use

How do you manage the operational costs of the vehicles?

They can be influenced in many ways, e.g. through your fuel cost. Think of the fuel consumption of the vehicles, refuelling locations, fuel discounts, and/or the charging costs for electric vehicles. But also professional fleet and driver management can deliver you valuable results.

3. Contract management

Which contract components do you actually need, and at what service level?

Would you rather benefit from a full service package? Or do you unbundle contracts and benefit from optimum cost levels?

We are able to help you making the right decision.

4. Hidden cost management

Where is the fleet workload in your organization? Is it in the selection of new vehicles, in fleet management, in exception management or in the administration?

And are there hidden costs in your contracts, such as are unexpected recharges or end of contract cost?

We support our clients in selecting the service providers that best fit your requirements and that help you improve your efficiency.

5. Insurances and Damage management

Where are the risks in your fleet? What is your damage profile?

Improving the behaviour of your drivers by monitoring and our bespoke advice can bring you unexpected benefits. As well as selecting the optimal insurance solution.

6. Alternative mobility solutions

Are there other ways drivers can get to their destination? How can you facilitate these ways? And how to distinguish between fleet, mobility and travel?

More and more clients are sharing this dilemma with us too. We can advise you and provide tailor-made solutions that benefit both driver and the company.

7. Policy changes

Does your fleet policy reflect the objectives you want to achieve? Does the policy support recruiting and retaining personnel? Does it support reaching your sustainability targets, and your financial goals?

Through peer to peer comparisons, we support you defining the vehicle choice, describing new processes, and add mobility solutions.

Our Plan of Action

When we help our clients optimise their fleet management, we work step by step. In this way we get the insights we need. In addition, we are able to keep a constant overview, no matter what size your fleet. This is how we achieve the best results together with you as our client.

We like to present you a glimpse of this step-by-step approach.

Step 1: Fact finding

We start gathering data, about your fleet, policies, vendors, processes and current costs. Subsequently, all these data are harmonized in order to provide you necessary insights.

Step 2: Define desired outcome

Because the first step is often time-intensive, defining the desired outcome will be started parallel to the Fact Finding. In this step we align your preferred method of operation, method of financing, and the risk levels you want to accept. You may also want to take business relations into account, such as reciprocal trading. This can include Closed vs Open end leasing, risk of residual value, and risk around insurances and damages.

This will lead to 3 lists: a list of OEMs to approach, a list of service providers to approach, and a list of services & service levels you require from service providers. Think of processes around ordering, invoicing, fleet and driver management, tyre strategy, fuel cards, mobility cards.

Step 3: Tender for OEMs

A tender for the OEMs provides you with discounts and bonus agreements per car type per country. Together with you, we then define the short list of potential vendors.

Step 4: Tender for service providers

A tender for the service providers allows us to price the requested services. Based on this, you can decide which services you want to acquire from whom.

After the selection of the provider(s), we make sure that the Price Level Agreement (PLA) and Service Level Agreement (SLA), including KPI's reflect what has been agreed upon.

In parallel to the tenders of step 3 and 4, you can decide to have us run a third tender, for fuel cards. In such a tender, we compare the advantage of the discount per litre to coverage of the fuel supplier. And/or we help you select a card with a wide distribution but that supports selection of lower cost fuel stations.

Step 5: Implementation

The final selection of the service provider(s) is an important step. That is why we organize vendor presentations. The providers will introduce themselves, and you can ask your questions. This introduction helps to make your decision.

After this final selection, we help you conclude the contracts. In international surroundings, these typically are an International Framework Agreement (IFA) that includes the PLA, and the Local Master Agreements (LMA) that cover the local deviations based on local legislations. The LMA typically includes the SLA.

Where applicable, we will also help set up the car configurator and help document the new processes.

Step 6: Policy alignment

Once vendor selection and agreements are concluded, we are pleased to support you in creating a customised international fleet policy. This policy will support the new processes agreed upon, the vehicle selection and the new budgets.

Everything that has been agreed and determined during the project will be recorded in this document, in a clear and transparent manner. Generally, the policy is divided in 3 parts:

1. General rules and regulations
2. Country specific information, as budgets, car lists etc.
3. Country specific exceptions if any, e.g. Duty of Care, or deviations from the general policy based on local legislation.

If needed, we can do a Peer to Peer comparison in order to align your fleet offering to the market. This is done with a keen eye for local culture, local taxation and local fleet offerings.



Results of our collaboration

What does collaboration with ERA's fleet team bring you?

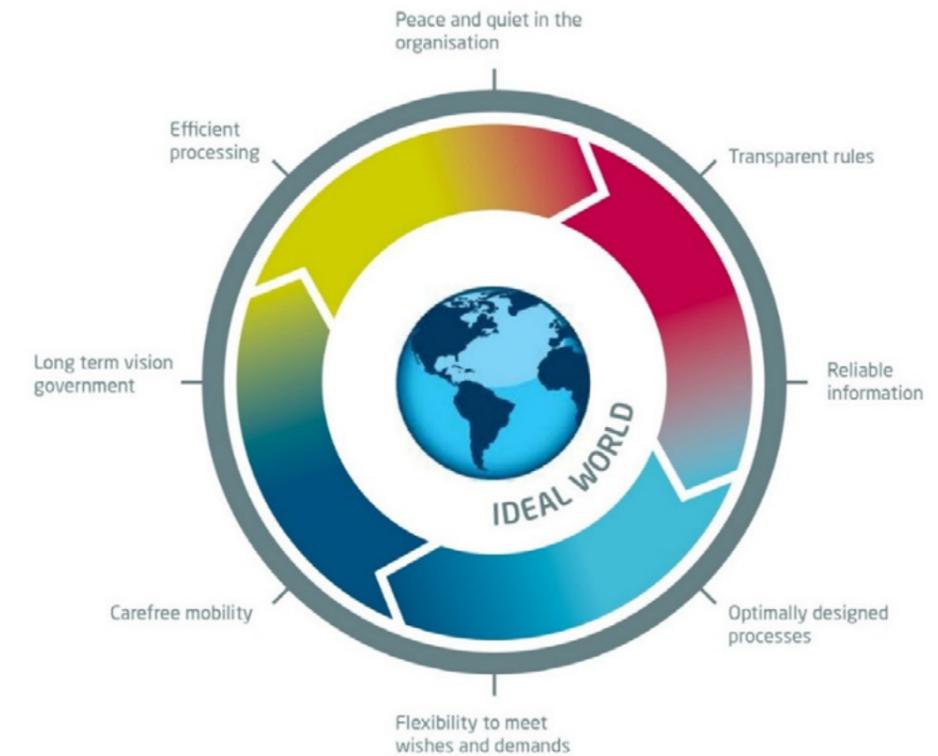
Of course, insights and methods are indispensable for taking improvement steps. But above all, it is about the results we achieve for your company. It is good to know that our fleet & mobility approach is always tailor made. After all, every company is unique. Therefore, your requirements, conditions and wishes are our starting point when we are going to help you. We will advise you and support you in line with this, but you remain at the steering wheel: you will decide.

Your win-wins!

We can already outline what our support will provide you with.

Your win-wins:

- Transparency and visibility of all aspects of your fleet
- Sustainable & tangible results
 - Cost and savings
 - Bespoke Price and Service Level Agreements
 - Efficient processes
 - Fleet policy development, central and local
 - Monitor and report on policy compliance
 - Legacy management
- Support in new market developments
- Support in local language, with local market knowledge.



More information

Want to know more? For more information on how ERA's Fleet & Mobility team can assist with your international fleet management, never hesitate to contact us:

Sean Bingham, UK and Henk Postmus, the Netherlands

Central Fleet team managers, both partners at ERA since 2009, and both passionate fleet experts, working across all fleet activities: Operations, Finance, Insurance, Policy Advice, Fuel, EV, Internal Transport and Trucks. From the UK and NL, they have been managing international fleet projects together, as of 2014. To support clients regionally across Europe as proficiently as possible, they have set up the ERA Fleet Team with experts in 26 countries.



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“
The ideal world will always remain a dream.
However, that is what we aim for.”

ERA's Fleet & Mobility Team



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