

CUSTOM FLEET MANAGEMENT TOOL

SITUATION

Upon dissolving their corporate travel department (CTD), the client moved all travel reservations to Fox World Travel. In addition to traditional air, car and hotel bookings, the CTD had been managing the company's fleet vehicle reservations, which provides their employees with chauffeured service to and from airports between 90 minutes and three hours away.

With the internal CTD dissolved, the client's travelers now needed to make their own fleet car reservations. Additionally, their HR department needed a way to manage the administration of the fleet, scheduling both drivers and vehicle maintenance.

SOLUTION

Fox's application & product development, operations, and client solutions teams worked with the client to understand requirements and pain points with the old fleet management process. We then developed a proprietary web-based fleet management tool to automate the notification process for HR when a car gets reserved and a driver is required.

The fleet management tool was first utilized by Fox agents on behalf of the client's travelers. Then, with a successful testing phase completed, the solution was rolled out for direct traveler bookings.

The timeline for development and delivery of the tool was quick - only one month- as Fox leveraged a similar charter air technology we had built for another client.

DISCOVERIES

The custom automated solution eliminated a tedious manual procedure by making fleet scheduling and administration more efficient and user friendly. The program also allows for streamlined reporting and tracking.

