Finding your flow...

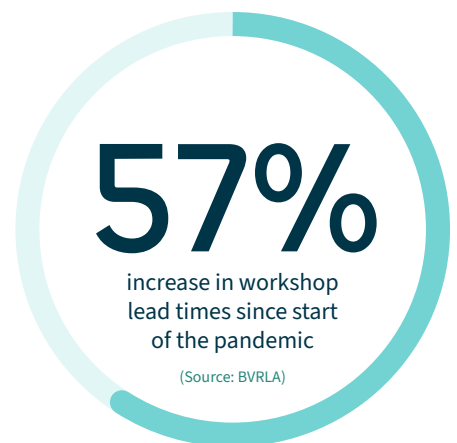Data-driven solutions that support more consistent, cost-efficient and sustainable fleets.

It's often said that data is the new oil, and that's especially true for fleets. Knowing how your vehicles are used is a first step towards robust decision-making, addressing key operational challenges and introducing new technologies that help your organisation operate more efficiently.

At Ayvens, we recognise the value of that data, and we're helping fleets of all sizes make better use of it. As the UK's largest leasing company, with a multi-brand fleet of 300,000 cars and vans, we have unparalleled visibility over those vehicles' real-world performance. It's helping customers to make evidence-based decisions, and supporting manufacturers as they work to improve their service too.

There has never been a greater need for that insight. Fleet electrification is gathering pace, while abnormally long delivery times have led to extended lifecycles for existing vehicles and downtime has been challenging. There are 23,000 vacancies in the automotive aftermarket[1], according to the Institute of the Motor Industry, while reduced parts stock and an ageing vehicle fleet have contributed to 57% longer service, repair and maintenance lead times since before the pandemic[2].

Understanding the impact of those changes is critical for commercial fleets. Our TCO+ solution models vehicles in detail, highlighting opportunities for electrification while reducing the risk of costly and disruptive downtime. Supported by our experienced Consultancy Team, it's a foundation for ensuring your fleet flows as efficiently as possible.

Russ Boulton
Business Intelligence Consultant
Ayvens

57%
increase in workshop lead times since start of the pandemic

(Source: BVRLA)

Better with every move.

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Sources:
1. https://tide.theimi.org.uk/industry-latest/news/vacancies-remain-stubbornly-high-automotive-aftermarket-23000
2. https://www.bvrla.co.uk/static/fbdd9852-27bb-4d64-b5d1949a8e300d36/BVRLA-Industry-Outlook-report-2024Digital-singles.pdf

Discover the true cost of your fleet

One size doesn't fit everyone. Our Commercial Vehicle Consultancy Team can model how different vehicles could meet your unique driver, route and operational profile and provide a more realistic indication of comparative operating costs. Utilising a combination of tools and expert insights;

- Our **Van Finder tool** compares all available models based on 30 different parameters, such as fuel type, size, payload and weight, then filters out the vehicles that won't meet those needs. This can utilise your telematics data, if available, and we provide solutions to help gather that information.

- We'll **calculate total ownership costs** including monthly rentals, tax and NI, incentives, fuel and electricity consumption, and the lifespan of those vehicles. However, we recognise that this doesn't tell the full story.

- Uniquely, our award winning TCO+ solution **models costs including vehicle downtime**, based on reliability records, your contracted mileage and drivers' proximity to reliable dealers. We'll highlight EV-ready drivers, including home and workplace charging requirements and the operational impact of using public infrastructure.

Vehicle-off-road (VOR) time can quickly offset apparent savings in fuel and monthly rentals. Our data shows VOR costs averaged £600 per van, per day as a result of lost revenue, breached contracts and short-term rentals to fill gaps. This cumulative cost can be millions of pounds for a large fleet, underscoring the value of selecting the right vehicles for your operational profile.

24hrs

£600

average daily cost of having a van off the road

(Source: Ayvens)

Driving smarter decisions

Our award winning TCO+ solution is already proven with our fleet customers, delivering significant operational advantages and saving money.

Case Study:

Supporting proactive maintenance

What was the challenge?

Fleet A operates a single-supplier fleet of 600 vans, with employees frequently reporting long off-road times for those vehicles. The fleet manager wanted a more efficient maintenance process and improved visibility over unscheduled work, enabling the business to improve its service delivery.

How did TCO+ support those goals?

Our Consultancy Team analysed Fleet A's telematics data to identify all maintenance work, discovering warranty faults were a significant cause of VOR. We modelled a new fleet mix using different manufacturers to reduce the frequency of those events, recommended the best-performing dealerships and used our Downtime Controllers to chase slow-moving jobs and get drivers back on the road.

What did this achieve?

Average downtime reduced by 1.6 days per event – equivalent to £1,280 – while telematics and a bespoke maintenance dashboard for the fleet manager have helped to set benchmarks and measure improvements.

"Having full visibility of downtime reporting will enable us to make the right choices on vehicle types and manufacturer partners."

- Group Head of Procurement

Case Study:

Informing cost-effective procurement

What was the challenge?

Fleet B has a single-supplier fleet of 900 LCVs and operations across Europe. The organisation wanted support with vehicle selection, focusing on replacing 90 vans as a pilot before a wider roll-out.

How did TCO+ support those goals?

Our Consultants reviewed Fleet B's operational requirements and used the Van Finder tool to identify a shortlist of suitable vehicles. We then modelled comparative operating costs for three manufacturers, including the impact of downtime based on the organisation's planned mileage and lifespan.

What did this achieve?

With stronger in-life performance, TCO+ identified a fleet-wide saving of £180,000 by using one manufacturer – despite the higher rental costs. The results have been fed back to the European fleet team.

"TCO+ is how decisions should be made. We were able to identify vehicles that suited our business from multiple aspects [and] make a more informed decision than simply choosing the best on rental."

– European Head of Fleet

Unmatched OEM insight

With a large, multi-brand vehicle fleet, Ayvens is well placed to provide vehicle manufacturers with the insight they need to measure and improve their service.

Case Study:

Assessing Ford Pro's downtime performance

How is Ford Pro minimising downtime?

Ford Pro has been the UK's largest LCV manufacturer for 58 years, and now provides by a suite of telematics, charging and software solutions to support those customers.

The FORDLiive connected uptime system launched in 2021 and is designed to reduce VOR by 60% by automating service bookings, identifying faults as they develop and sharing diagnostic data with dealers so parts can be ordered in advance. Emerging trends are also fed back into the supply chain, to address common failures before they occur.

How is TCO+ analysing the results?

Our Consultancy Team analysed three years of data from the Ayvens van fleet, filtered down to repairs which were channelled through main dealers. That data enabled us to track Ford Pro's downtime performance during a period of parts and labour shortages and the launch of FORDLiive, then benchmark against other manufacturers.

How does Ford Pro compare to its rivals?

Our data shows a market-wide 49.5% increase in downtime between 2021 and 2023, with the steepest rise in 2022. Ford Pro's proactive approach softened of the impact of a disrupted supply chain, which meant downtime increased at a slower rate than its rivals.

Ford Pro average VOR then fell by 28% during 2023 and was 2.5 days less than the market average, saving fleets £1,158 per event. It highlights the importance of utilising the modems built into all Ford Pro vehicles since 2020.

60%

predicted VOR reduction by using the FORDLiive connected uptime system

(source: Ford Pro)

Knowledge is power

Data is a powerful tool for fleets – but only if it's used effectively. Ayvens' data-driven solutions can support more consistent, cost-efficient and sustainable fleet.

Our proactive approach supports:

- **Sustainability:** identifying EV-ready vehicles and future-ready charging infrastructure
- **Efficiency**: by optimising routes and informing cost-effective vehicle procurement
- **Safety:** through targeted driver training, addressing issues before they occur
- **Uptime:** selecting most reliable vehicles and dealers to keep your drivers on the road
- **Planning:** predicting the VOR and cost impact of extended contracts

Award winning fleet solutions:

To find out more, speak to your Account Manager or visit our website.

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