

# EUROPE'S LARGEST VEHICLE RENTAL COMPANY FINDS THE RIGHT GEAR WITH THEIR TAILORED, SECURE DOCUMENT MANAGEMENT SOLUTION



**With over 60 years' experience, an average fleet size of 205,400, managed by more than 6,000 employees in over 140 countries and around six million drivers using its services every year, Europcar is a world leader and household name when it comes to vehicle rentals.**

**In the UK, the company has over 200 sites providing short- and medium-term rentals to thousands of customers every week.**

Europcar UK wanted to streamline the process that involved digitisation and automation, where possible, to create a more customer-friendly and business efficient experience.

The Head of IT at Europcar Group UK, said: "Our processes lacked the efficiency and automation that we needed in order to deliver the level of customer service that we wanted to. We were relying on older technologies such as fax machines and analogue printers and the whole experience of collecting a vehicle was overly reliant on manual processes and a physical paper trail."

The branches and regional offices were using a mixture of devices that had been purchased on an ad hoc basis in line with expansion and their consumables were incurring

high costs. They also had no service contracts in place, which were causing inefficiencies within the business.

The Head of IT explained one of the inefficiencies with the current business processes: "We were taking photocopies of driving licenses, and handwriting notes of bumps and scratches on paper forms, which all had to be faxed to our head office for storage. I knew we needed to find a smarter way to work that was more efficient, secure, environmentally-friendly and cost-effective."

## THE SOLUTION...

A UTAX Partner won the five way tender process, with their proposal and recommendations, to replace the time-consuming, manual fax technology and document storage, using a combination of colour and mono A4 desktop MFPs combined with smart software solutions.

The solution has seen the integration of over 200 new multi-functional devices, complete with smart software functions, into Europcar's proprietary systems, which have boosted efficiency and customer service. Now, recording minor dents and scratches is much quicker: diagrams can be scanned and saved in the vehicle hire specialist's records or they can be photographed with a smart phone. Overheads have

## AT A GLANCE

- **Installed new fleet of A4 multifunctional devices**
- **Implemented smart software solutions**
- **Reduction of overheads**
- **Boosted data security**
- **Environmental & cost benefits**
- **An increase in process efficiency**

also been reduced as Europcar no longer needs expensive fax line rental at its 200+ offices.

As well as transforming the customer experience, it has quickened back office administration, boosted data security and delivered real environmental and cost benefits across Europcar's UK estate.

## TRIED AND TESTED...

Throughout the roll-out, the UTAX Partners' Professional Services, Technical and Solutions teams worked closely with the IT department to

ensure costings, processes, installations and training were seamlessly integrated.

Several sites were chosen to test the concept for a month. The UTAX Partners' IT team also travelled to Europcar's European Headquarters to set up the system and ensure security was

enjoy a faster service. They also appreciate the fact that their document copies are held securely in the cloud, rather than in a front-office filing cabinet.

The UTAX Partner worked very closely with our IT team to ensure a smooth installation and all the necessary print



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rock solid; it was necessary to demonstrate that all suggested processes, protocols and security were compliant with Europcar's high standards.

**POSITIVE CHANGES...**

Now that the innovative solution is fully up and running, Europcar is reaping the rewards.

Commenting on the enhancements, the Head of IT said: “We are always looking to improve our customer service and the UTAX Partners' solution does exactly that.

By using the latest automated document workflows and print solutions to replace time-consuming manual processes, customers at all of our branches

and document management software was compliant with and integrated into Europcar's existing proprietary systems.

Not only do we now have a future-proof document management solution that our office managers enjoy using, but it is also more environmentally-friendly thanks to UTAX's devices using long life consumables, which, coupled with the reduced paper consumption, means we truly cut wastage and become more environmentally friendly.”



**About UTAX (UK) Ltd**

Established in 1989, the UTAX brand of digital office products is synonymous with quality and reliability, and with a hard-to-match product range, UTAX and our Partners provide solutions for all office output – encompassing digital copying, printing, fax and scanning equipment as well as cutting edge software solutions. Our dedication to service and support, together with our technical know-how achieve a standard in the industry that is hard to match.

IF IT WORX, IT'S



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