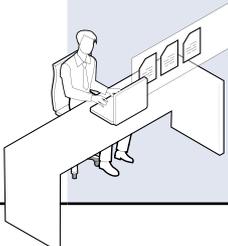


VEHICLE MANAGEMENT AND CUSTOMER SERVICE FOR A LEASING COMPANY FROM ONE PROVIDER

End-to-end processing at SPS location Hungary:
Service partnership ensures cost reduction

Challenge	Solution	Benefits
174,000 vehicles & 5,000 customers to be supported comprehensively	 Vehicle & Contract Management and Customer Services by SPS Hungary	38,000 new contracts annually handled efficiently

Starting with the configuration of a new vehicle, all important processes in vehicle and contract management – from procurement to insurance claims, fuel card organisation and driver change up, to return at end of contract – are handled by SPS. Thanks to careful process analysis, numerous processes have been standardized and optimized. Wherever no direct contact with the end customer is required, the end-to-end processing is carried out by SPS at the nearshore location in Hungary directly in the IT systems of the customer.

SPS services support a wide range of processes within the leasing company. These range from document processing up to complex clerical activities for which in addition to comprehensive professional qualification, a sound knowledge of the German language is essential. The approximately 300 employees at the SPS location in Hungary have the required language competence, close to the level of German native speakers. SPS has been operating at the location since 2018 as a Shared Service Center and specializes in document input processing services and the provision of multiple HR and payroll services for customers in the DACH region. Among other services, the highly qualified employees process around 25,000 German pay slips per month. Employees with a precisely tailored competence profile are deployed for the customer. The precise documentation of the various activities, which are broken down into individual process steps and exact differentiation according to performance levels, which are absolutely necessary, is the foundation. This ensures cost optimization. In addition, the customer benefits from cost accounting according to unit price or service certificates. By the end of 2019 almost all processes were invoiced on a unit cost basis – i.e. according to real costs.

Comprehensive customer service from the very beginning
Once a lessee has configured his vehicle, the work of SPS staff in Hungary starts. During the contract management, for which SPS has been responsible since October 2019, the vehicle configuration is recorded accordingly in the system. Since SPS is also responsible for the procurement of the vehicles, in accordance with the framework agreements prices and discounts are checked and controlled to ensure that the desired duration and mileage meet the requirements. The order is then initiated and released by the manufacturer and monitored until delivery. If leasing agreements are in paper form, in the course of master data management they will be digitalized, transferred to the system and assigned according to the contract number. Around 38,000 vehicles with a term of three to four years are thus incorporated into the inventory each year.

Continuous service for existing customers until the end of the contract
In total, the vehicle fleet administered by SPS consists of about 200,000 vehicles, so the correspondence recorded by the digitization team is correspondingly large. 560,000 invoices from suppliers, workshops or



The cooperation with SPS ensures cost savings through lower personnel costs at the Hungarian location and optimization of processes while at the same time ensuring high-quality handling of processes and satisfied customers.



– Leasing company, IT Director

car rental companies alone are generated annually. All correspondence with lessees, workshops or insurance companies is also digitized, indexed and assigned to transactions and contracts or recipients within the leasing company or SPS.

SPS employees are also involved in the organizational and accounting processes. For example, they ensure that the GEZ fees for all vehicles are properly registered and paid, as well as take care of the processing of glass damage caused by stones and settle these with the liability insurance company. The processing of company car returns is just as much a part of the job as the organization of driver changes or the recalculation of runtime extensions, including the necessary maintenance of the master data.

Furthermore, SPS is also in charge of the fuel card management. In case of a forgotten pin number or a lost fuel card, SPS staff ensures that cars can be refueled again as quickly as possible. At the end of the contract, the documents such as expert reports, return protocols or tire inspection are checked, the collection order is organized, any damage that may have been detected is settled and the contract is completed in the system.

Insurance management included

SPS does not only cooperate with the insurance companies on behalf of the customer for glass damage. The first stage of insurance manage-

ment – the processing of standardized insurance transactions – started in 2017. Since March 2019 SPS is also responsible for the processing of complex insurance claims, which requires sound expertise.

Standardized procedures include tasks such as checking and release of repair invoices, the control of incoming payments from insurance companies, typing of correspondence in claims management or monitoring and processing resubmissions in clarification cases.

In step two, qualified SPS claims managers process those hull damages that require individual consideration and consultation with insurance companies, workshops or contractors. Since the SPS team knows the customer's internal processes and is integrated into the processes accordingly, it can handle all communication in claims management.

The standardization and automation of processes and the nearshore component have made significant increases in efficiency. Depending on the area of responsibility and complexity of the task, an estimated improvement of between 10 % and 30 % has been achieved by the customer through outsourcing.

About the customer

The leasing company is one of the market leaders in leasing. Several thousand customers rely on the services of the manufacturer-independent company, whose modular service portfolio, ranging from pure finance leasing to complete fleet outsourcing offers all the necessary solutions for individual design in fleet management.



Learn more
about our vehicle
management and
customer service
solutions:

