



## Commercial Vehicle Contracts Fleetsource

“BioMedical are reliable, trustworthy and personable people who are not only experts in their field, but are very good at thinking outside the box and finding a solution to every problem.

They are very quick to respond to any problems we may face and their technical knowledge is excellent. They have a modern approach to customer service that we trust and value highly.”



**Russell Nixon**  
Director

### The Brief

Commercial Vehicle Contracts (CVC) needed a CRM system to store their client details, manage quote requests and generate quotes, orders and invoices.

### The Solution

We created a web-based solution, called Fleetsource, that can grow over time. New features are constantly being considered and incorporated into the system at regular intervals. At its heart the Fleetsource is a CRM tool centred around two main features: a dashboard that shows at a glance the status of the company with shortcuts to various lists (e.g. current quotes, outstanding invoices, etc.); and a search facility that enables users to find a client or a vehicle by searching for any known information from contact name or vehicle registration to order reference.

In integral part of Fleetsource, is its vehicle data which is updated daily. The system has been developed so that it can use vehicle data from either CAP or IDS data providers.

It became clear early on that this system would be useful to other vehicle rental businesses so it was developed with the ability to set up other companies, each with their own set of users and clients, but all sharing the vehicle data, suppliers and special offers. This has become a useful differentiator for Fleetsource in the vehicle rental CRM tool marketplace.

The long term aim is to provide logins for all the clients and suppliers to reduce paper, emails and phone calls. This functionality has been built in and will be used in due course.

### The Conclusion

Fleetsource is now in daily use by CVC along with other subscribers. It has proved to be an indispensable tool for managing day-to-day tasks and tracking enquiries through the quote, proposal, order, invoice and renewal stages. CVC even considered it worthwhile importing their historical data into the system to have all their quotes and orders available in one place. Fleetsource continues to evolve over time, in particular as new users request additional functionality.

Why not call or email us now to discuss how we can make your ideas work?

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