

Getting our House in Order with Car Fleet Automation

For most businesses, logistical tasks are an administrative support concern and not a core business activity. However, ONGC's car fleet management impacted multiple departments and their overall efficiency. How did they solve it?

The Solutions Provider Confronts a Business Problem

Juggling bookings, scattered service schedules, and maintenance across different departments presented a challenge to ONGC. Their manual car fleet management resulted in inefficiencies, wasted time, and frustration for staff.

Car fleet management should help organisations stay on top of their work vehicles usage. It's all about making sure the right car gets into the right hands at the right time, and that those vehicles are reliable, well-maintained, and safe on the road. This typically involves:

- 🕒 **BOOKING AND SCHEDULING:** Keeping track of who needs a vehicle, when they need it, and for how long
- 🚗 **VEHICLE ALLOCATION:** Matching the right car to the need, considering vehicle size, fuel efficiency, and any special equipment needed
- 🔧 **MAINTENANCE AND SERVICE:** Scheduling regular maintenance checks and repairs to keep the vehicles in top condition

- 🕒 **FUEL MANAGEMENT:** Tracking fuel usage and expenses, and looking for ways to optimise fuel efficiency
- 🕒 **COMPLIANCE:** Making sure all vehicles are properly registered, insured, and meet any safety regulations

These are behind-the-scenes processes which, when done manually, can quickly get out of hand.

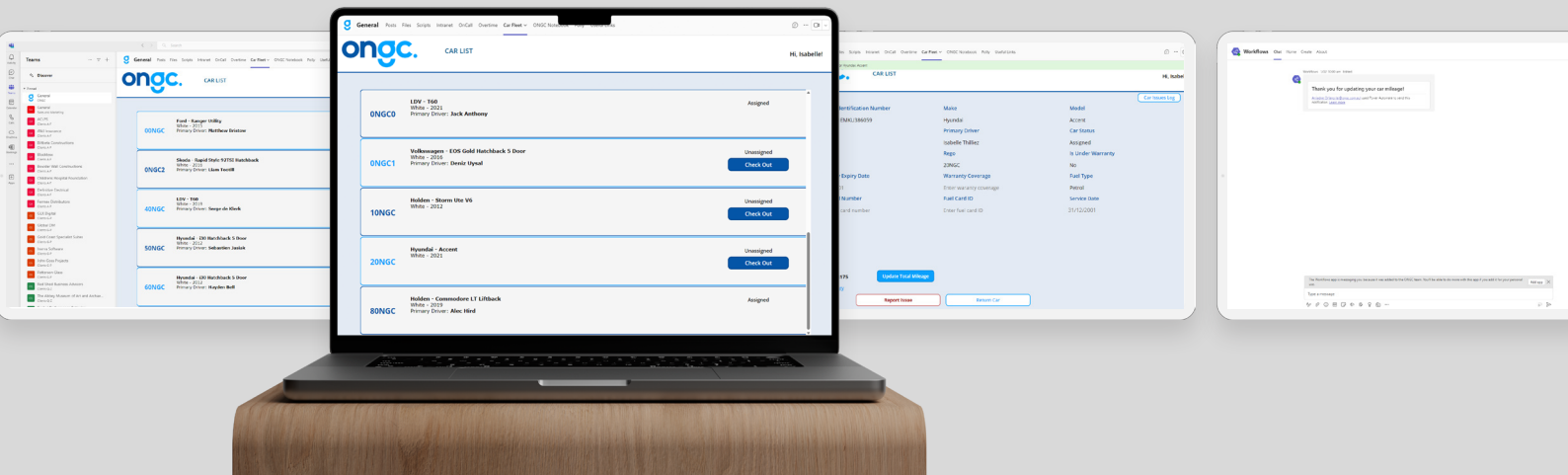
Our manual car fleet management was an operational mayhem. We had to handle inaccuracies, overbooking, and wasted time. Our mission is to help our clients find solutions that can streamline their business operations – and we were faced with a mission for our own business.

Steve Dawson
CEO, ONGC

Analyse, Assess, Automate

No challenge is insurmountable when you have the right approach. Being a technology solutions provider, ONGC recognised the limitations of their manual system and actively sought a solution.

Leveraging their own expertise, they explored various technology options. Their familiarity with Microsoft products led them to consider the Microsoft Power Platform, a suite of tools well-suited for building custom applications.



After initial discussions, ONGC's internal development team conducted a thorough analysis of their car fleet workflow. This involved interviews with managers and staff, process mapping exercises, and data gathering to understand the current booking, scheduling, and maintenance processes.

This detailed analysis was crucial for pinpointing the specific pain points and inefficiencies in the system. Steve emphasised, "The key was identifying the inefficiencies and tailoring the solution to address them directly."

Armed with the necessary inputs, the team began crafting a proof-of-concept application using the Microsoft Power Platform. It was a scaled-down, working prototype app displaying the core functionality of the proposed solution. This allowed ONGC to test the application's usability, functionality, and effectiveness at addressing their identified issues, before committing to a full-scale implementation.

Streamlined and Seamless

The solution streamlined ONGC's car fleet management with a centralised platform accessible through Microsoft Teams.

This provides real-time insights on vehicle availability and allows staff to book or return cars seamlessly. It also resulted in the following outcomes.

Elimination of Manual Processes

The application automated bookings, service alerts, and data management. This saves over seven hours of administrative work per week.

Automation also means staff can now select an available car directly through the Teams app, eliminating the need for emailing, calling, or filling out physical forms.

The application automatically integrates with the company's calendar, preventing double bookings.

Improved Efficiency

Real-time vehicle information and instant booking capabilities minimised scheduling conflicts and delays. Thanks to a streamlined booking process, staff were able to book a car in a few clicks within the Teams interface. This eliminates the need for back-and-forth communication with a fleet manager, saving valuable time.

Staff can also see which vehicles are available at any given time – no need to call colleagues or check spreadsheets. This allows them to quickly book the right car for the job, without wasting time searching for available vehicles. The new system also provides automated service alerts, which are triggered based on mileage thresholds. This ensures timely maintenance and avoids potential breakdowns or safety issues. The alerts can be sent directly to the fleet manager or the designated service provider, streamlining the service scheduling process.

Reduced Errors

Automated workflows help to ensure accuracy and reliability. The application eliminates the need for manual recording of booking information, mileage data, and service records. This minimises the risk of typos or human error that can lead to inaccurate information.

Outdated spreadsheets or relying on potentially inaccurate memory are no longer an issue. Data within the application is updated automatically, ensuring everyone has access to the most current information on vehicle availability and service needs.

Mileage data, booking history, and service records are also automatically captured and stored within the application.

Enhanced User Experience

The user-friendly interface was designed to be easy to navigate and use by all staff. Integrating the application with Teams allows staff to access fleet management functionalities within their existing every day business apps. This eliminates the need to switch between different applications or log into separate systems, improving overall user experience.

**The new app also meant
no more frustrated staff!**

ONGC: Exploring Tech Solutions for Businesses

The success of this solution has led to its implementation for another client facing a similar problem. It can also be done for other businesses in the future, like yours.

Don't hesitate to explore technology solutions. By working with an experienced partner who understands your specific needs, you can streamline processes, improve efficiency, and free up valuable resources to focus on your core business activities.

Steve Dawson
CEO, ONGC

This case study demonstrates how a focus on understanding client needs and a commitment to building customised solutions can lead to significant improvements in operational efficiency.

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