



ManpowerGroup™
Solutions

BUSINESS CASE EUROPCAR



Technical & Logistics Solution
Europcar gains flexibility by
outsourcing fleet dispatching.

BASIC STARTING POINTS

- The car hire company wants to optimise driver occupancy and cost structure for the efficient pickup and delivery of vehicles
- The need for a perfect balance between flexibility and continuity
- The need for a creative partner capable of thinking with the company and anticipating changes

OUR SOLUTION

Total solution for managing the team of drivers: selection, planning, follow-up, coaching & motivation, evaluation, information sessions, reporting, quality assurance, etc.

RESULTS

- Optimum capacity planning: never too many or too few drivers on duty
- Efficiency gains through flexibility and constant follow-up
- Significant time-savings by outsourcing the driver planning schedule (saving at least 1 FTE)
- Guaranteed continuity: 1 central number to call for all enquiries about all Europcar branches
- Flexibly available and extremely motivated drivers

“If my branch staff put out a call just before closing time for an additional driver to work the following day, they can sleep easy. ManpowerGroup Solutions will make it happen.”

Picking up hire cars on time and delivering them to the next driver, ready to drive away, is no easy task for a short-term car hire specialist working with volumes that change from day to day and even from hour to hour. Yet Europcar demonstrates that it can all run like clockwork since the company opted for a pool of flexible drivers working as part of a carefully tailored outsourcing solution. Kurt Van Trimpont, District Operations Manager North at Europcar, explains how it all works.

Maximum flexibility

“We use about 80 drivers on a day-to-day basis. Most of them actually work for our outsourcing partner, ManpowerGroup Solutions, who put together the teams of drivers based at 8 depots located right across Belgium. The way the drivers’ schedule is planned is a real work of art. Sometimes we may suddenly need

someone extra for a couple of hours, or unexpectedly want a driver to stop work early. Being able to count on this flexibility is crucial for our business. Which is why we opted to work with a specialist partner capable of anticipating and acting on our ever-changing needs.”

Full-time project coordinator

“Everything stands or falls by the way things are planned. When we were still working with drivers who were working second jobs, we had to do this ourselves. So to save time, we outsourced just the planning and administration tasks. But since we have been working with ManpowerGroup Solutions, we have offloaded the entire management side on to them, from A to Z. This means we no longer have to worry about hiring, training and paying drivers – and ManpowerGroup Solutions is responsible for ensuring optimum driver occupancy. They work with self-employed drivers whom they screen

using a checklist of criteria and who can be put to work as and when they are required. To make sure everything runs smoothly, ManpowerGroup Solutions has appointed a full-time project coordinator. It's fantastic to see how hard he works for us. He plans and arranges things with the best of them, travelling from depot to depot to watch the drivers at work and consult with our local branch staff. This enables him to respond quickly to any problems and identify opportunities so that he can make adjustments."

Continuity: someone available at all times

"If my branch staff put out a call just before closing time for an additional driver to work the following day, they can sleep easy. ManpowerGroup Solutions will make it happen. All calls come in directly to a central number at ManpowerGroup Solutions, where the schedule is planned for the next day for all 8 depots. If the usual coordinator isn't there, a back-up is ready to step in and ensure continuity. If we had to take on this task ourselves, it would cost us at least another full-time employee. Reconciling all the invoices for dozens of drivers with their

timesheets can be a real nightmare – but ManpowerGroup Solutions has taken that over from us, too. They check everything and group it all into a single monthly invoice."

Fully-fledged Europcar ambassadors

"ManpowerGroup Solutions shares our objective: to provide Europcar customers with the best possible service. And they do everything they can to support us in this aim. Because they assess and motivate their drivers closely, we can be sure that our customers only have to deal with real professionals. We attach a great deal of importance to that at Europcar. Our drivers are our company's calling card and ManpowerGroup Solutions thinks with us and regularly proposes new initiatives for boosting their expertise. For example, they organise information sessions about certain cleaning techniques or provide tips about learning to control the vehicles properly and protect them from damage. And they are also working on an incentive system to reward drivers for their performance and loyalty. Always with the same aim in mind: to take our customer service to an even higher level wherever possible."

"The added value of this partnership? Without doubt their flexibility and close monitoring."

About Europcar

Europcar is Europe's number 1 company for short-term vehicle hire. The group's 29 branches in Belgium focus on the business world offering a wide range of private cars, minibuses and light commercial vehicles.
www.europcar.be



For twenty years ManpowerGroup Solutions has been a benchmark in tailored people-based outsourcing solutions. This fast-growing ManpowerGroup subsidiary can take on the full or partial management of activities, departments or projects that lie outside a business's core tasks. ManpowerGroup Solutions enters into an obligation of results with its clients to streamline the service, workforce, and work processes. This undertaking means more time for the core business, more continuity, more quality and demonstrable cost reductions. In all more than 600 experts or 'ambassadors' are at work for clients in a very wide range of sectors.

CRITICAL SUCCESS FACTORS

- Quality of service
- In-depth flexibility
- Experience in project and pool management
- Development of an automated planning tool
- Active presence of the project coordinator at the various Europcar branches
- Speed of response
- Constant follow-up and adjustment
- Proactiveness and solution orientation of the ManpowerGroup Solutions team

ADDITIONAL BENEFITS

- No extra pressure on staff overheads: the self-employed drivers work for ManpowerGroup Solutions
- Transparent cost structure: price per job
- Simplified invoice checking: 1 invoice covering everything per month

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FOCUSING ON YOUR CORE BUSINESS
IS HUMANLY POSSIBLE.



ManpowerGroup Solutions
Gemeenschappenlaan 110
1200 Brussels - Belgium
T +32 (0)2 289 66 80
info@manpowergroupsolutions.be
www.manpowergroupsolutions.be



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