

THE ENTERPRISE FULL MOBILITY PROGRAMME



The **Vella** Group
REPAIR CENTRES

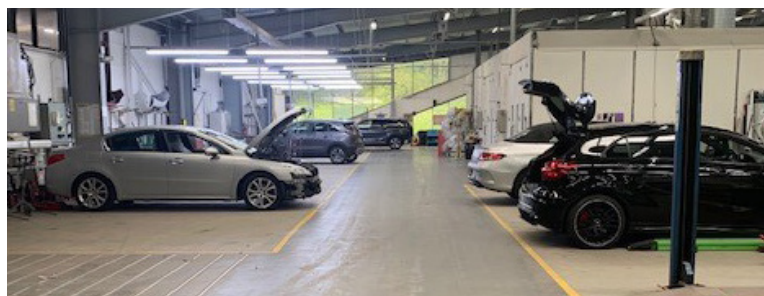
FLEXIBLE MOBILITY SUPPORTS VOLUME 'SURGES'

The Vella Group has been able to adjust the use of courtesy cars directly in line with the fluctuating demand for repair through the Covid-19 lockdown. This is a result of using rental cars provided by Enterprise, as part of its Full Mobility Programme, only as and when customers have required them.

“There is no point having a fleet of cars sitting idle in the repair centres,” said the Vella Group MD Marc Holding. **“We introduced the Full Mobility Programme over four years ago to help us become more efficient during a period of growth. It is now helping us to control costs at a time when demand has gone down dramatically because of the travel ban.**”

“Enterprise has enabled the Vella Group to adjust to the situation, literally on a day by day basis. We only pay for what we use, which provides a considerable saving, especially when compared to the many fixed costs repairers carry.”

The Vella Group has also made sure that it has taken advantage of schemes available to businesses to support them through the Covid-19 crisis. The Coronavirus Job Retention Scheme has been particularly useful in ensuring that livelihoods have been protected and employees supported financially.



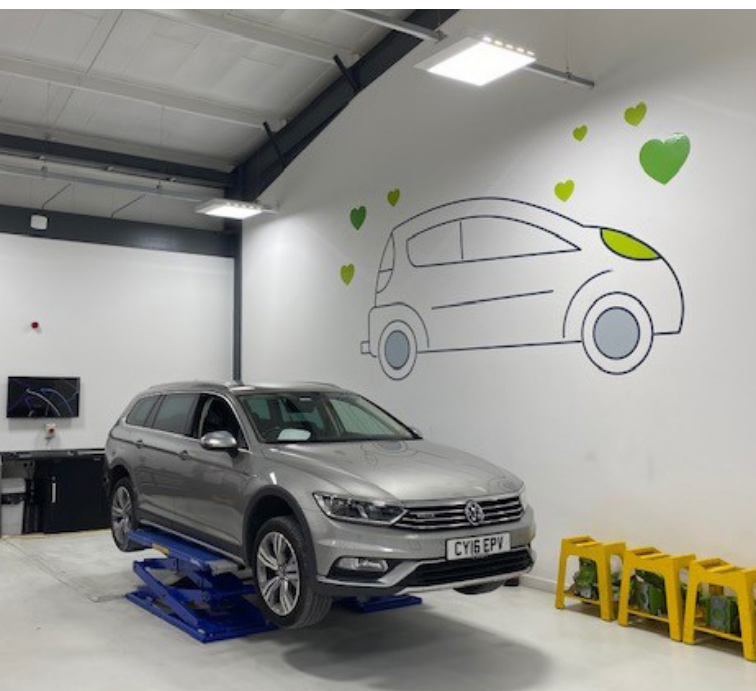
Through the lockdown, the company has been managing repair volumes across a wider geographical footprint, while also ensuring that processes have adapted to deal with the impact of social distancing on customer service. Delays in parts availability have contributed to longer repair times on some vehicles, which has meant that there has been a greater focus on customer mobility.

While the repair centres focus on the repair, Enterprise delivers mobility to customers and has modified its already rigorous cleaning procedures, based on local health authority guidelines. On top of vacuuming and general wipe-down cleaning, branches are using disinfectant to sanitise key areas between every rental.

The Vella Group originally adopted Enterprise's Full Mobility Programme to unburden employees from the many laborious processes involved in managing an increasingly large fleet of courtesy vehicles.

As a result, the Vella Group also saw a two-day reduction in 'key to key' times as the operation became more focused on customer service and repairs.

“The ongoing situation is going to remain unpredictable,” concluded Marc Holding. “Sometimes we see a reduction



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in demand for courtesy cars because people are working from home rather than travelling, while other customers are avoiding public transport and urgently require a vehicle.



"We can flex our fleet to meet demand and also don't have to worry about cleaning vehicles between customers ourselves.

"Guaranteed mobility offers an important level of emotional support at a time of great uncertainty for our customers, many of whom are key and essential workers.

The Full Mobility Programme means we can continue to offer the service while only accessing vehicles when we need them, and therefore completely controlling the costs.

"With Enterprise's added health and safety measures, we can be confident that our customers' wellbeing is also being taken care of."

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