

DAF FLEET SERVICES

# Complete Fleet Management



A PACCAR COMPANY DRIVEN BY QUALITY





# Integrated fleet management solutions centred on your business experience

DAF Fleet Services is our integrated organisation, delivering first-class fleet management solutions which prioritise end-to-end customer experience across all areas of service. Managing activity from on-boarding, in-life maintenance management to proactive defect management and parts availability across all aspects of your vehicle.

DAF Fleet Services puts you in control and provides true visibility of performance across your assets and all areas of service through the entire operational relationship. We support businesses across all sectors of the transport industry. DAF Fleet Services is growing rapidly and adds significant value to customers with fleets made up of a wide range of HGVs and ancillary equipment, offering complete life-cycle management for fleets of all sizes.

Our experienced team, with over 400 years of combined knowledge, is dedicated to improving fleet efficiency, reducing costs, and maximising vehicle uptime whilst fundamentally delivering our mission of providing the best customer experience in the industry. From maintenance planning and compliance assurance to proactive defect management and real-time vehicle monitoring using DAF Connected Services technology, DAF Fleet Services offers a fully integrated solution tailored to meet the specific needs of our customers.

With a focus on innovation, technology and customer advocacy, we continuously invest to support the evolving needs of customers in the commercial transport sector. Our goal is to keep your fleet on the road, running smoothly and efficiently, while delivering measurable value and removing complications for you in managing complex fleets and dealer relationships.

DAF Fleet Services offers a comprehensive suite of fleet management solutions. Our services are built around three core products: **Compliance Management**, proactive **Defect and Uptime Management** for complete reliability, and cost control and account management via our **Fleet and Cost Management** product.

# Why Choose DAF Fleet Services?

Experience the DAF Difference - where reliable vehicles meet world-class fleet management.

## Customer-Focused Solutions

We pride ourselves on offering a personalised approach via our jointly established Customer Service Charters. This ensures that every customer receives tailored services to meet their unique needs, continuously adapting our mutual objectives to keep your fleet moving forward.

the only fleet management provider based on the same DAF systems as the biggest franchised dealer network in the UK, delivering real-time, efficient insights to the workshop.

## Maximising the performance of your fleet

Uniquely placed to engage all areas of asset performance and service delivery, we maximise the surety of a compliant fleet. DAF Fleet Services supports your operation's daily requirements with a connected, proactive approach - minimising unexpected events, where central transparency is a key deliverable.

## A Strong Team You Can Trust

From experienced Engineers to dedicated Customer Managers, our team is committed to delivering outstanding service. We become an integral part of your business, working collaboratively to understand your unique needs and objectives. Our culture of excellence ensures that we consistently meet and exceed expectations.

## Industry-Leading Technology

We leverage DAF's advanced PACCAR Connect technology and other tools to optimise your fleet. We are

## Innovation & Growth

We are continuously investing in new products and services to better serve our customers and expand our offerings, including alternative fuel solutions such as electric and hydrogen-powered trucks.





# Compliance Management

Great fleet management starts with the confidence that you are compliant across all legislative areas and that documentation is technically validated and available. In a changing regulatory environment, DAF Fleet Services ensures that you and your maintenance providers are fully supported to ensure any new requirements are seamlessly managed and adhered to, so that you can focus on your operations without distraction. All documentation is stored in a secure electronic location, providing 24/7 access for everything you need, without delay.



## Maintenance Planning

We create and manage optimised maintenance plans for all aspects of your vehicles, including HGVs and a range of ancillary equipment, to ensure compliance and minimise vehicle downtime. To enhance efficiency, we coordinate scheduled work across multiple providers to ensure that all necessary services can be performed simultaneously, significantly reducing the time each vehicle spends off the road.

MOTs are proactively booked at least three months in advance and regular maintenance is managed prior to the event to avoid any surprises, ensuring that all vehicles are well-maintained, compliant, and road-ready.

On the day of service, we validate the work completed including pre-identified defect requirements and plan any further work to minimise disruption. This allows us to effectively manage return times and trigger the defect process or Vehicle Off Road (VOR) process when necessary.

## Booking Management

Our centralised booking system streamlines all scheduled activities for both vehicles and ancillary equipment. We ensure that all compliance documents are urgently uploaded to DAFcheck following sign-off, providing full vehicle and ancillary coverage in one place. This not only simplifies the compliance process but also guarantees that documentation for all fleet assets is easily accessible and fully auditable.

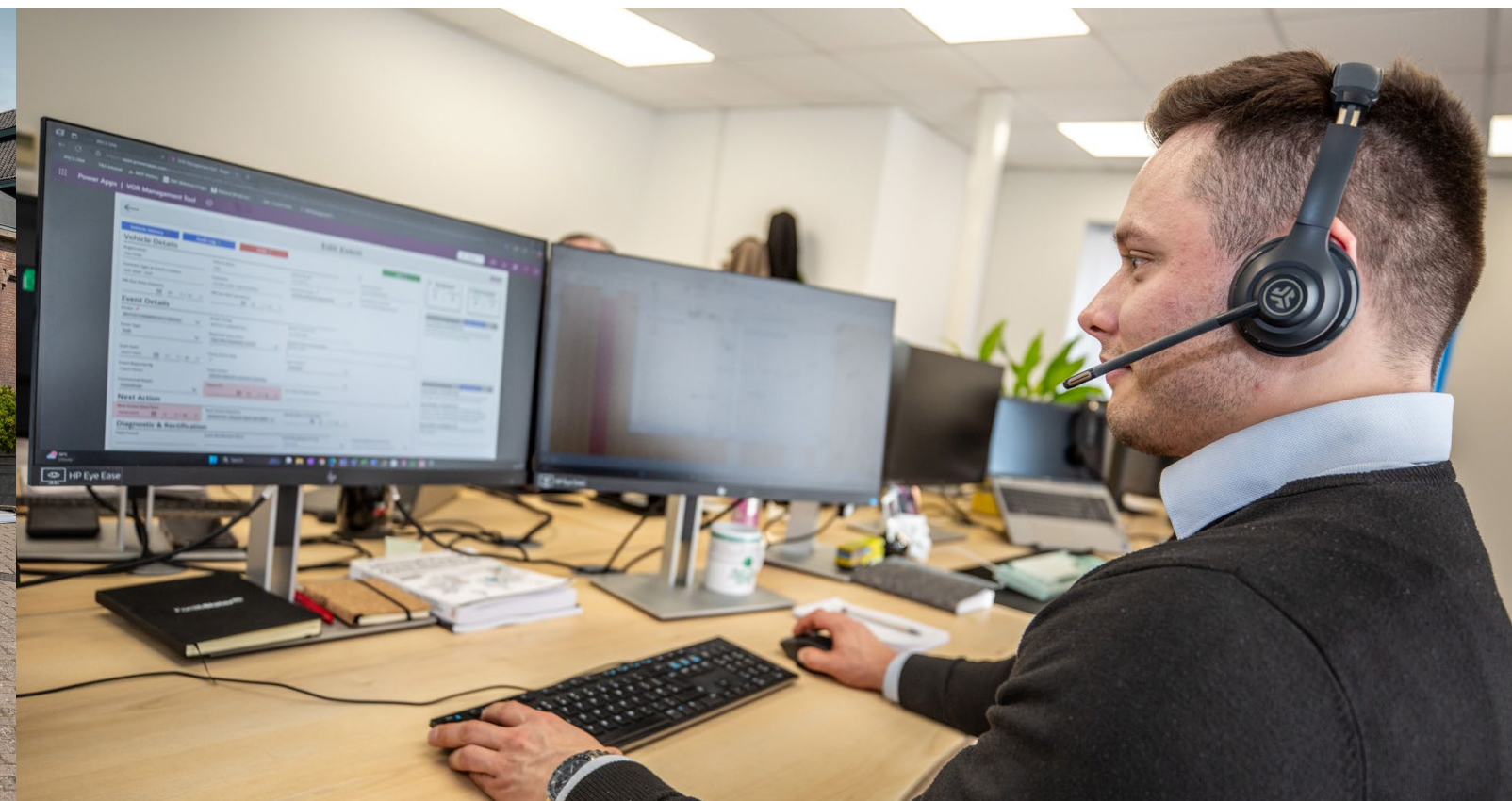


## Documentation Auditing

We perform comprehensive audits to ensure documentation integrity of all compliance records, capture and resolve maintenance defects, and maintain consistent compliance with regulatory standards. Asset usage to contract and proactive visibility of over or underuse of your fleet is identified, and adjustments are recommended for contractual maximisation.

## Key Benefits

- ☐ Simplified compliance process through centralised management.
- ☐ Comprehensive, approved documentation for all fleet assets in one place.
- ☐ Peace of mind with a fully auditable system.
- ☐ Improved operational efficiency through integrated maintenance planning





# Defect and Uptime Management

Maximise the operational availability of your fleet with proactive maintenance and rapid issue resolution.

## Access to DAF Fleet Services Uptime tool

Utilise the DAF Fleet Services Uptime portal for enhanced oversight and management of your fleet, allowing for effective tracking and resolution of any operational issues.

## DAF truckCheck App

Drivers can report defects for any part of your fleet instantly using the DAF truckCheck Application which is a daily walkaround tool available on any mobile device. This centralised system not only facilitates your collation of identified defects but also ensures DAF systems have instant access via our defect management tool so that any issues are managed promptly. This is valuable ongoing support for drivers as it minimises the likelihood of unplanned failure.

## Proactive VOR (Vehicle Off Road) Management

Utilising our dedicated real-time in-house system, we own and manage any downtime arising from a scheduled event, breakdowns, ancillary maintenance or tyre inspections. Our proactive strategic approach also ensures that temporary repairs are logged and arranged, with swift escalation occurring when necessary, allowing for minimal disruption to fleet operations. Additionally, we actively pursue any outstanding parts or services through a visible escalation process so that you are always informed and any downtime is kept to a minimum. Finally, we extract vehicle health-check data and vehicle performance from PACCAR Connect insights to prevent unplanned events, reducing the cost of your operation.

## Emergency Response

We operate our own emergency call-out solution with DAFaid. We dovetail seamlessly with DAF's emergency breakdown management system, guaranteeing quick and efficient support for all action requests, bolstered by DAFaid's capability on the DAF chassis. Our dedicated teams work to resolve issues promptly to keep your fleet moving.

## Key Benefits

- ☐ Reduced vehicle downtime with fast issue resolution.
- ☐ Real-time updates on vehicle status and repairs.
- ☐ Proven ability to improve fleet availability through proactive maintenance strategies and a dedicated approach to VOR resolution.
- ☐ Access for drivers to the DAF truckCheck tool ensures that all defects are tracked and resolved efficiently.
- ☐ Comprehensive support through DAFaid for emergency breakdowns, ensuring a seamless response to any unforeseen issues.

By utilising the DAFcheck system, we ensure real-time connectivity between all three parties, delivering a consistent experience across the network. This positions us as a fully integrated fleet provider of DAF products, offering reliable service and efficiency at every level.







## Fleet Management Performance Reporting

With a dedicated Customer Manager, we provide monthly performance reviews, trend analysis, and actionable insights to help improve your fleet. We establish customer charter objectives that we mutually agree upon, focusing on tactical goals to ensure we meet our promises to you. Underpinned by our KPI solution and fully integrated reporting, we truly collaborate with our customers and the supply chain, delivering additional value back to our customers.

## Key Benefits

- ☐ Predictable, verified and transparent cost management.
- ☐ Streamlined administration with consolidated invoicing.
- ☐ Data-driven decisions with KPI-led reporting.
- ☐ Fleet transition management and initial onboarded asset management.

# Fleet and Cost Management

Take full control of your fleet's performance and costs with tailored solutions that deliver value and efficiency. Expertise and a partnered approach underpinned by data-led management maximises fleet utilisation and increases opportunities for cost avoidance.

## Cost Control

We manage all non-contract work authorisation, ensuring adherence to agreed processes, spend limits and providing absolute confidence in the process. Expert engineering evaluation, and repair management for verified cost-effective repairs, are evidenced to provide information for future cost mitigation plans or onward cost recovery. We take responsibility for ensuring that costs are accurate, technically valid and transparent. At all times, the event is reviewed in line with data relating to your fleet and operation to ensure that we are managing more than just the job in hand. We take pride in our stakeholder engagement, communication and trust through confidence built in every transaction.

## Consolidated Invoicing

Simplify your financial processes with tailored solutions including single-point management of all fleet-related and non-contract invoicing, including non-DAF activities. We provide fixed-price maintenance solutions for all areas of ancillary assets, tyres and equipment for your fleet. This streamlined method reduces your administrative burden, enhances procurement efficiency and allows for streamlined, maintenance budgets at site, divisional at full fleet level.

Our cost management system is proven to reduce the unexpected costs of running your fleet.





# Three service levels according to your operational needs

Feature	Compliance Management	Defect and Uptime Management	Fleet and Cost Management
Legal compliance - all legal activities and bookings across your fleet and OEM/equipment	✓	✓	✓
Optimised maintenance plan, sign-off and release to approved vendors	✓	✓	✓
360 degree WIP management and work confirmation	✓	✓	✓
Document validation, control and availability	✓	✓	✓
WIP, breakdown or customer lead VOR and temporary repair management		✓	✓
Interactive VOR reporting across stakeholders/levels		✓	✓
Defect management (assign, plan, WIP & closure)		✓	✓
24/365 emergency response service		✓	✓
Non-Contract Single Point Consolidated Invoicing (+% handling fee per invoice)			✓
Dedicated DAF Fleet Services Customer Manager			✓
KPI reporting via Portal			✓
Whole-life cost management			✓



DAF Fleet Services is here to enhance your fleet operations and drive your business forward in partnership with the most robust dealer network in the UK.

**Get in touch with us today to learn more about our comprehensive fleet management solutions.**



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**DAF Trucks Limited**  
**Haddenham Business Park**  
**Pegasus Way**  
**Haddenham**  
**HP17 8LJ**  
**United Kingdom**  
**Tel: 01844 261111**  
**DAF.CO.UK**



IATF16949  
Quality  
Management System

**DAF Fleet Services**  
**Tel: 0333 032 4444**  
**Email: [sales@daffleetservices.co.uk](mailto:sales@daffleetservices.co.uk)**

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