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ServicePoint

Herd Connect

Streamlined SMR for fleet management companies using Allstar ServicePoint

Meet the businesses already winning with Allstar



What is Herd Connect?

Herd Connect is a fully comprehensive fleet management outsourcing product from the Herd Group, a leading provider of commercial vehicle fleet solutions. It offers cradle to grave support starting with vehicle sourcing and progressing through compliance, service and maintenance, driver contact, all fleet administration and finally, refurbishment and remarketing.

Mike Cooke, Group Fleet Director, said: "This menu of services can be tailored to build a package that suits every business, using our insight and expertise to create a whole team that works as your own highly capable fleet department. We are totally committed to providing exceptional customer care through this bespoke approach."

What specific problems does Allstar ServicePoint solve for your business?

Mike said: "Service, maintenance and repair (SMR) management is a key element of the Herd Connect offering. The businesses with which we work are looking for high quality, cost effective, compliant and easy-to-use vehicle maintenance that minimises downtime.

"As a digital solution for booking and SMR management that integrates into our own fleet management system for greater automation and efficiency, Allstar ServicePoint helps us to deliver this and has become an important strategic partner not just for Herd Connect but the Herd Group as a whole, delivering an entire SMR network and digital infrastructure for our Herd Hire daily rental service, for example."

How is Allstar ServicePoint used to support Herd Connect's SMR services?

Mike said: "The platform gives Herd Connect customers direct access to a nationwide network of quality repairers, both franchise dealer and independent, that meets all of their SMR requirements. It does this while providing attractive rates and – because we use the managed account service – the expertise of an experienced maintenance management team to help further reduce unnecessary expenditure.

"Driver booking can take place efficiently, by phone or digitally, with intelligent booking rules bespoke to our customer needs followed, while downtime management services ensure any disruption is minimised and vehicles get back on the road quickly."



How does the managed account service within Allstar ServicePoint work for you?

Mike said: "It's been very successful. Effectively, we delegate authorisation of any vehicle work up to a certain financial level to the Allstar ServicePoint support team.

"They have decades of experience in service centres, dealers, lease companies and private fleet management, so when it comes to knowing what work needs doing, when it needs doing, and which other options might be available, they are perfectly placed to help us take control over our SMR spending while ensuring that high standards are enforced.

"Above the agreed financial level, decisions are passed to us but they are still there to support us through that process, offering expert advice and, when necessary, negotiating on our behalf with garages."

Would you recommend ServicePoint to other businesses?

"Absolutely and without hesitation. Allstar ServicePoint has proven to be a hugely valuable asset for our business and is enabling us to move forward and grow by helping us deliver excellence to our customers."

Mike Cooke
Group Fleet Director

What do your customers have to say about Herd Connect SMR?

Mike said: "They very much recognise the contribution that it brings to their businesses, appreciating how it helps them keep operating 24-7-365, and knowing that any issues with vehicles will be dealt with swiftly and efficiently. Especially, we hear regularly about how we minimise headaches around vehicle off road and downtime management, which is a major concern for many of our customers.

"Finally, they also appreciate how Herd Connect allows them to delegate responsibilities to the drivers themselves, such as by allowing them to inspect vehicles and log defects using their smartphones, in a manner that is fully integrated with Herd's online fleet management system. This ensures that essential vehicle inspections are up to date and allows maintenance repairs to be booked and managed in a timely manner. Much of this is largely enabled, of course, by Allstar ServicePoint."

How can Allstar ServicePoint help your business?
Call us on 03300 372077

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