



Devon Freewheelers

Introduction

Devon Freewheelers are a dedicated team of riders, drivers, call handlers and fundraisers providing emergency voluntary service supporting the NHS in delivering essential whole blood and other medical samples for testing 24/7 to hospitals, and patients throughout Devon. They have a fleet of over 41 vehicles with a mix of bikes, cars, 4x4's and ambulances.

Challenges

Over the past few years, Devon Freewheelers has seen an increased demand in their services, with a peak in the last few months during the pandemic. This increase in demand has put pressure on their staff to balance operational administration while maintaining the high service levels that their patients and partners expect.

Ensuring vehicles are maintained, in the right place at the right time, and robust communication lines are maintained, is just an example of where they have seen increased pressure.

John Conway, Operations Manager for Devon Freewheelers said “back in 2009 when the charity was first set-up the charity we were using a mixture of digital and paper-based systems to manage our vehicles and workflow. This was inefficient as using many different systems didn't integrate and pull all the necessary information together, this resulted in operational headaches and the duplication of data, ultimately resulting in extra administration for our staff.

It soon became obvious that we needed a technology-driven solution behind the scenes that could help us to achieve our KPIs and streamline our operation. A solution that would do all of what we wanted with our costing the earth, something at first that sounded impossible!”

How AES Helped

Operations Manager John Conway was introduced to Auto Electrical Services at the Emergency Services Show (NEC) in 2017. Following consequent meetings with John and Founder & CEO, Daniel Roe-Lavery AES recommended an integrated solution from Webfleet Solutions and FleetCheck.

Webfleet Solutions was chosen to provide equipment and services for workflow and order management. From dispatching orders, vehicle tracking, the communication infrastructure between drivers and office staff, to professional navigation with live traffic information. The telematics solution from Webfleet Solutions also gives Devon Freewheelers' patients and partners real-time ETAs along with a recorded timestamp of delivery and collection. The use of WEBFLEET PRO driver terminals, designed for in-cab use only, was a challenge to adapt for motorbike use. This was solved by an innovative bespoke waterproof solution designed and sourced by AES.

FleetCheck fleet management software was chosen to provide all the back end systems for vehicle, driver and company compliance. As FleetCheck works hand in hand with the WEBFLEET software via an API all management information, upcoming events, auditing and historical reporting are in one easy to use platform.

Devon Freewheelers now enjoy a complete end to end solution giving complete peace of mind.

Results

John has peace of mind knowing that all vehicles and drivers are now compliant, check reports are no longer delayed plus vehicle movement via live tracking data has increased efficiencies

The level of service to customers is now outstanding. Freewheelers now give clients live updates as well as access to see the location of the vehicle themselves.

John Conway said "This is the most data we have ever seen from a supplier, normally we can only see where the vehicle is. And for compliance with FleetCheck, this is second to none.

As for AES, they give 10/10 cracking support and services no matter how much of a silly question. Richard and his team's knowledge of the FleetCheck and Webfleet system are vast and they always have an answer and resolution quickly. They also think outside of the box when questions are asked about developing the two systems to fit our operational requirements. "

Daniel Roe-Lavery comments " It's difficult to estimate ROIs when we are in the business of saving lives but we could say that without the use of the combined technologies of FleetCheck and Webfleet around 50 lives would have been lost."

Find out how AES can help your business today
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