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[Sofico offer leasing companies integrated workflow solution](#)

[Sofico](#), the global software supplier, has a new Workflow solution functionality built into its Miles fleet management system that they believe will help leasing companies improve process efficiency by up to 50%.

Miles Workflow can be used to automate and streamline the key work activities of a leasing company including processes that involve different departments can be standardised, monitored and managed more effectively. The functionality can also be used identify underperforming processes, create business performance audit trails, set-up of accounts for new fleet customers, a notoriously complex but necessary task involving a number of different departments.

"With the set-up process, the leasing company faces recording and configuring onto its systems wide ranging, complex functional requirements, such as vehicle policy, driver grade groups, quotation preferences, credit lines, master agreements, contact points for in-life services, invoice and billing rules, and cost centre set-up. It's complex, demanding and time-consuming," said Roger [Smith](#), head of Sofico UK.

"New customer set-up typically includes the involvement of a number of different departments such as sales, account management, underwriting, vehicle purchasing, billing and finance, thus creating the opportunity for important detail to slip between the cracks.

"However, by automating the process to ensure it is standardised and controlled, leasing companies can reduce set-up times, improve customer take-on efficiency and reduce the opportunity for costly downstream errors," he said.

"Our integrated Workflow tool ensures that complex new customer set-up processes are handled seamlessly within the organisation and that activities are completely automated. This removes the potential for confusion between departments, provides a clear audit trail and gives a clear view of where a new customer is in terms of set up and readiness to do business with," he added.

Leasing company problem areas benefit from the Miles Workflow tool as it can be used to ensure that end-of-contract recharging processes are consistently executed, manage underwriting and finance approval and track new vehicle orders right through to final customer delivery. It can also be used to ensure the follow up of new business quotations or retention quotes to existing customers by fully automating the follow-up process.

The Workflow tool also allows management by exception, so that staff focus is pro-actively directed to tasks requiring their attention instead of spending their time searching for it themselves. External supplier partners such as dealers, used vehicle buyers and fleet managers can also be linked into workflow processes to increase efficiency. Workflow also offers really benefits in training new staff as the workflow system 'guides' them through the key activities and next steps applicable to their role.

Following successful implementations around the world, Sofico recently launched its second generation Miles software system in the UK, developed specially for contract hire and leasing companies and large fleets, and is currently in contract discussions with a number of leading companies.

"We believe that Miles Workflow is an essential tool to help leasing companies tackle a myriad of process issues and improve efficiencies across the board. And because it is integrated, rather than stand-alone, any process can be effectively managed and the cost of implementation dramatically reduced," added Roger Smith.

Author: Amanda White, April 12, 2011

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