

Integrated Workflow solution offers leasing companies multiple benefits

Article published: 12 Apr 2011 15:00

Global software supplier, Sofico, has developed a new Workflow solution to help leasing companies improve process efficiency by up to 50% in a number of vital business areas.

Sofico, whose systems manage around 700,000 vehicles globally, believes that the Workflow solution built into its Miles fleet management system can take business processes to a new level in key areas where there is capacity for errors, omissions and non-conformance.

This includes the set-up of accounts for new fleet customers, which typically includes the involvement of a number of different departments such as sales, account management, underwriting, vehicle purchasing, billing and finance.

Roger Smith, head of Sofico UK, 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.'

The Miles Workflow tool can be used to deliver benefits in a number of other leasing company problem areas, such as ensuring that end-of-contract recharging processes are consistently executed, managing underwriting and finance approval and tracking new vehicle orders through the supply pipeline through to final customer delivery.

Workflow can also be used to ensure the consistent and timely follow up of new business quotations or retention quotes to existing customers by fully automating the follow-up process. This maximises customer retention and ensures all prospects are professionally followed up against internal SLAs (Service Level Agreements).

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 real benefits in training new staff as the workflow system "guides" them through the key activities and next steps applicable to their role.

'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 Mr Smith.

Category: [Pan-European and Global News](#)

Keywords: [Sofico](#),

Copyright © Stag Publications. All rights reserved.
