



MCS-vr Helps Hendy Hire manage its busy vehicle rental operation



Customer: Hendy Hire Ltd
Web: www.hendy.co.uk
Country: United Kingdom
Industry: Commercial vehicle rental

Products:

- MCS-vr with:
 - Repair & Maintenance
 - Purchase Order Processing

Benefits:

- Increased efficiency - data entered once flows through the system
- Quick and easy for rental operators to use
- Vehicle allocation rates maximised
- Supports flexible customer service with integrated booking and servicing

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"We felt that MCS would work with us in partnership, rather than imposing a solution. This was a major factor in our purchasing decision and our confidence has proved well placed."

Chris Apps, Operations Manager

The Hendy Group has been supplying quality vehicles to customers since 1910. Its roots stretch back even further to the mid-nineteenth century. Through innovation and a strong commitment to customer service, the Hendy Group has grown into a flourishing multi-franchise business. Hendy Hire, part of the Hendy Group, specialises in the rental of commercial vehicles, such as minibuses, trucks and vans, as well as supplying leased cars to its business customers. The company operates five branches, which are located throughout the south of England.

The Challenge

Hendy Hire had been using an ageing, character-based UNIX system. Users were highly dependent on the skills and availability of one key IT person. This situation was both inefficient for the business and frustrating for operational users. Without essential facts and figures at their fingertips, they could not ensure expensive assets were being utilised fully and profitably, or provide a rapid response to customer requirements.

As Chris Apps, Operations Manager, comments, *"It was basically creaking at the seams. Our business needed a system which would handle high volumes of vehicle rentals and also reduce the data entry burden, to improve our efficiency and customer service."*

The Solution

Hendy Hire began the search for a software solution specifically designed for the complexities of the vehicle hire trade. They looked for a partner who would listen to their requirements and be willing to shape the system to their processes.

After careful research and having seen MCS-vr in action, Hendy Hire selected MCS to supply its vehicle rental software including service and maintenance and purchase order processing.

The decision to select MCS-vr was taken despite pressure from Hendy Hire's main vehicle manufacturer and supplier to use a solution already in place in its dealer network. MCS also faced fierce competition from another software provider who, it transpired, could not offer the same high levels of flexibility to development and implementation as MCS.

Chris comments, *"We felt that MCS would work with us in partnership, rather than imposing a solution. This was a major factor in our purchasing decision and our confidence has proved well placed."* MCS worked closely with Hendy Hire to mould the software to the needs of its business.



MCS

Ashwood, Grove Business Park,
White Waltham, Berkshire SL6 3LW
Tel: +44 (0)1628 828000
e: moreinfo@mcs.co.uk w: www.mcs.co.uk

Microsoft
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Partner



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The Benefits

Today, the MCS-vr solution is used by over 30 people across Hendy Hire's five depots.

MCS-vr enables quick, efficient rental contract processing to accelerate throughput and increase revenues. By automatically converting bookings to agreements, MCS-vr has dramatically reduced time-consuming administration and improved productivity.

Chris describes how the booking process works: *"MCS-vr is very straightforward to use. To set up a booking, our rental operators first go into the system's activity planner, where they can see at a glance which vehicles are available. They then set up a booking, entering information such as whose insurance will apply. Once created, the booking stays on the system until the driver comes in. After checking, it is automatically converted into a rental agreement which is then printed. Incidentally, the system supports us in being flexible on pricing, which is critical in the present climate."*

Hendy Hire rental operators can draw on a wealth of features, such as colour-coding for vehicle availability and prompts for rates, to speedily handle deliveries and collections. *"Compared with how we used to work, MCS-vr is a huge step forward,"* says Chris. He also points out, *"We don't have to*

re-enter the data at any point – the information flows seamlessly through the system."

He continues, *"I am a great advocate of MCS-vr and our rental operators love it, too. When I compare notes with people using other systems, I can see they don't have the same speed and ease that we do. We have a much better system."*

The customer's details are captured when a new booking is created and stored on the system. Chris notes, *"Staff then have instant access to this information in the future if the customer makes a repeat booking. Again, it means that no new data entry is required and time is saved."*

If a vehicle isn't ready to rent, it's losing money. The MCS-vr workshop module efficiently covers everything to do with servicing and repairing a vehicle, whether within the company's own workshop or externally. It logs when MOTs and routine servicing are due; when a vehicle will become available for rental; whether any damages during rental have been charged to the customer and whether this has accrued a profit or loss.

The software links into the core vehicle rental module, which will proactively alert the booking agent if a vehicle will be out of action, so it is not accidentally booked out. This improves customer service, while ensuring servicing schedules are not disrupted.

The purchase order module manages vehicle repairs and servicing. Again, Chris explains the process, *"The system creates a works order for anything to do with repairs, bodywork and so on. Once this has been approved, it automatically raises a purchase order number for the supplier. We can also record notes about the work on the system, which builds up a comprehensive record in one place."*

The Future

While achieving a smooth-running day-to-day booking process is a key objective for any rental company, it is not enough on its own. Hendy Hire managers recognise the need to be able to generate and extract meaningful reports to help them to manage the business over time.

With the system supporting the day-to-day operation of the business so effectively, Chris is now working closely with MCS to create customised reports on areas that directly affect the bottom line. He is looking forward to being able to carry out detailed analyses on vehicle allocation across the five depots, and the overheads and revenue which vehicles generate.

For more information;

Hendy Hire Ltd
www.hendy.co.uk

For more information about MCS;
www.mcs.co.uk
sales@mcs.co.uk