



## press release

*For immediate release*

*October 2013*

### Virgin Money appoints CLM to manage fleet maintenance

One of the UK's newest banks, Virgin Money, has appointed CLM to manage the maintenance on its fleet of 48 vehicles.

The bank operates 43 cars across its distribution team and fleet of pool cars, plus five light commercial vehicles. All vehicles are finished in the red livery synonymous with the Virgin brand.

As the Virgin Money fleet operates on a nationwide basis, the bank wanted to put in place a national maintenance management policy to cover the servicing and maintenance of its vehicles, and to ensure they were serviced regularly and as cost effectively as possible.

The company went out to tender and shortlisted four possible suppliers. After a final selection process, it selected Newport Pagnell-based fleet management specialist, CLM.

Geoff Bagley, Business and Support Services Manager for Virgin Money, said: "We selected CLM for our fleet service, maintenance and repair work for a number of reasons. A reduction in cost was a factor, but more important was our perception of the service levels that CLM could provide, and their company culture and philosophy.

"The culture of our suppliers is very important to us and CLM have the customer-driven service ethos and approach that we were looking for. They represented a very good fit with us from that point of view," he said.

As part of the maintenance management service, CLM will capture all drivers' mileages online to ensure that regular service intervals are not missed and that servicing can be booked in line with manufacturer schedules.



CLM's maintenance management service provides drivers with access to a national network of preferred garage servicing outlets which combines franchised, non-franchised, and mobile repairer options.

Through careful invoice management and cost control, via a team of experienced fleet controllers, CLM is typically able to reduce SMR costs for its clients by 8-10%.

CLM manages all garage invoice administration, consolidating validated costs to the client in a monthly accounting suite of reports, with full cost centre analysis. Consumables such as tyres, batteries and exhausts are also supplied through a comprehensive network of national suppliers, and are subject to the same stringent event and cost control.

Rob Wentworth-James, Head of Sales and Marketing at CLM, commented: "Naturally we are delighted to welcome Virgin Money to the CLM client portfolio, and are looking forward to providing a first rate maintenance management service which not only drives down their costs but also ensures the continued mobility of their drivers."

For more details, please contact Rob Wentworth-James, Head of Sales and Marketing at CLM, on 01908 210100; or Mike Gunnell, MGMedia Services, on 01832 275060.



**Notes to editors**

**About CLM**



Independently owned, Newport Pagnell based CLM was launched in 1981 and manages in excess of 20,000 vehicles on behalf of corporate clients nationally.

Since the Company's foundation, CLM has pioneered the concept of Total Fleet Management - an integrated approach that combines all facets related to the management of a vehicle fleet through a single point of contact and delivered as a consolidated output.

Through its private company status, CLM has maintained its independence to provide objective advice and bespoke solutions to the fleet market. Unlike the majority of its competitors, CLM is not aligned to any manufacturer, dealer body, finance provider, or leasing company.

CLM is solely a fleet solutions provider and, with no conflict of interest with its contract hire competitors, is able to actively manage mixed fleet scenarios through a range of diverse competing suppliers, financiers and manufacturers, to deliver optimum results.

With a senior management team that combines many years experience in all aspects of the fleet market and with leading edge technology and systems, CLM delivers effective solutions through innovation, a comprehensive range of products and a dedicated and highly trained support staff function.

CLM was accredited to the Investors in People standard in 1997 and re-accredited in 1999 and 2002. It was awarded with the award for Fleet Management Company of 2002 by the Institute of Transport Management.