



KCC Highways Vehicle Managed Service Case Study



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of the Marketing Manager,
Procurement Services

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The Challenge.

We had the opportunity to speak with Lisa Tobin, Business Manager for Commercial Operations at KCC Highways, to gain deeper insight into their experience of our Vehicle Managed Service (VMS) solution:

As a Highway Authority, Kent County Council have the statutory responsibility to repair and maintain 8,500km of highway in a safe and fit for purpose condition for all users. We inspect, repair and maintain our highways to keep them safe and provide the best highway service we can for Kent's residents, visitors and businesses.

We started our VMS journey with Procurement Services around six years ago, before this we managed our fleet in-house which was quite challenging due to us having over 190 vehicles and over 500 drivers in our fleet.



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The Solution.

KCC wanted consistent fleet management arrangements across the county, where an appropriate supplier was sought to deliver a dedicated Fleet Management service. We heard about Procurement Services and chose them as they are wholly owned by Kent County Council and offer a fleet management solution.

Our VMS package was tailored to meet our unique requirements, including vehicle acquisition, booking arrangements, service management, fuel card management, management reports, telematics provision and 5-year vehicle lease contracts.

We have procured leasing and telematics contracts for cars and vans. In particular this includes Renault Cleo hybrid vehicles, Toyota Corolla, Ford transit customs and VW caddies.



Our VMS solution includes:

- Vehicle acquisition
- Routine servicing and MOTs
- Arranging daily rental vehicles
- Telematics provision and/or monitoring
- Penalty charge management
- Insurance management
- Driving licence checks
- Management reports
- Daily driver checks
- Fuel cards
- Fleet utilisation



We can provide a bespoke VMS package to suit your requirements, whether you need all of the services listed, or just more support with fuel cards and telematics, **we've got you!**

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The Benefits.

Since the Procurement Services Vehicles Team began supporting us, managing our fleet has become significantly more streamlined and stress-free. Their proactive approach, attention to detail and reliability have transformed the service our fleet drivers and managers receive.

From the very beginning, the level of service we've received has been nothing short of exceptional. Every interaction has been marked by clear, proactive communication and a genuine commitment to customer care.

The team has gone above and beyond—not only in managing our needs directly, but also in coordinating with leasing and insurance providers to safeguard us from any unexpected or unnecessary costs. This seamless support has made a real difference, giving us confidence and peace of mind throughout the entire process.

They have been consistently supportive, professional, and proactive, making our fleet management experience smooth and stress-free.

The Vehicles Team are experts in their field and only a phone call away!

The Procurement Services Vehicles Team took full ownership of our telematics swaps, saving us valuable time and resources. Their hands-on approach included on-site visits and carefully coordinated time slots for each of our drivers, ensuring minimal disruption and maximum efficiency. They made sure every driver was comfortable with their vehicle and fully supported in using the new system and services, demonstrating a high level of care and professionalism.

When our vehicles come to the end of their leasing contracts, all we need to do is let the Procurement Services Vehicles Team know what replacements we require, and they take care of everything else. From researching suitable options to managing the logistics, they handle the hard work for us, ensuring we get the right vehicles and equipment for our needs.

They identify vehicles that are nearing their mileage limits and assist with swapping vehicles across the fleet to ensure that we don't incur unnecessary charges for excess mileage.

We are currently in a 5-year contract with Procurement Services, and it's been a seamless experience from day one!





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