

Case Study

How the UK Police Force Digitised Its Fleet Services with a Vehicle Inspection App



Reinvigoration Helps the UK Police Service Transform Its Interactions with Fleet Service

Executive Summary

A large UK police service engaged Reinvigoration's expertise as they looked to digitise and automate manual processes within their fleet services. The objective was to reduce police officers' downtime for more time spent on actual policing and protecting the public. Read on to find out how Reinvigoration successfully designed a suite of apps that transformed the way that officers interacted with and utilised fleet services.



The Challenge

A large UK police service was seeking to embrace platform technology to help streamline and embrace the digital transformation of automotive inspection while developing efficient workflow management.

The client was looking to review several paper-based workflows related to vehicle inspection, vehicle data capture, vehicle safety, and other processes that, at one point, sent out 5,000 daily emails.



The Solution

Reinvigoration assisted the client in digitising their fleet services by designing a suite of apps with prototypes ready within three weeks. The suite also provided fleet services a rich source of data for accurate, real-time decision-making previously impossible through manual collations of data.

How Reinvigoration Helped:

- Reviewed several paper-based workflows related to vehicle inspection, vehicle data capture, and vehicle safety.
- Designed app prototypes within three weeks that showcased a “future state” fleet services.
- Developed a suite of apps that transformed the way officers interacted with and utilised fleet services.





The Outcomes

Reinvigoration developed a suite of apps that focused on five specific areas that saw immediate benefits from digitisation such as:

- Vehicle Inspection/Mileage
- Vehicle Collision
- GPS Location
- Workshop Management
- Roadside Assistance

Fleet services now had a rich source of data for accurate real-time decision-making, something previously impossible through manual collation of data. Several manual tasks and up to 5,000 daily emails that often inaccurately reported defects and mileage records were eliminated from their workflow.



The Conclusion

Reinvigoration was successful in assisting the UK police service digitise and automate their manual processes and embrace automotive platform technology. This reduced downtime among officers, allowing more time to be spent policing and fulfilling their customer purpose, protecting the public.



About Reinvigoration

Reinvigoration is a leading expert operations consultancy and enterprise platform solution provider based in the UK. Founded in 2010, Reinvigoration has helped organisations worldwide to achieve strategic operational transformation. We use our passion and deep-rooted expertise in operations management best practices, transformation and capability building to help our clients deliver excellence with certainty, every time.

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over

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people in Lean
Competency
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