



## Welcome

Phandaro Transport is a world-class fleet management service provider resulting from years of research, development and investment in innovative telematics and mobile resource management technologies. Our goal is to forge a partnership with you and your business, and nurture a long-term relationship through being a dependable and reliable expert partner.

Reduce your expenses while fleet experts assist you with the process of managing your fleet and assets. Our team will analyse your needs and goals to find the right solutions for managing your fleet and realise extraordinary results across the total fleet lifecycle.



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## **1. Purchase Management**

Phandora Transport will streamline your procurement process, reduce your acquisition costs and optimize your selection, replacement planning and remarketing. Enjoy the benefits of all of our fleet management solutions while continuing to own your vehicles.

## **2. Acquisition**

Buy or lease fleet cars, trucks or vans at the most cost-effective price. Phandora Transport can negotiate the best incentives and help you plan your vehicle fleet acquisitions at the lowest possible cost. Phandora Transport works directly with you to find exactly what you need without spending extra on unnecessary options and upgrades when you buy fleet vehicles—ensuring that you get precisely the right vehicles and equipment packages, at the lowest possible cost.

- Select from an unlimited inventory of vehicles
- Receive only necessary features and options
- Choose from a variety of manufacturers

With our deep manufacturer relationships, you get access to factory-direct vehicle ordering—including the best-available incentives—on fleet cars, trucks or vans. We make delivery simple, handling any aftermarket additions or customizations you need.

## **3. Emergency callout**

A fully comprehensive Emergency Call-Out Service will be provided for responding to requests for attendance on Emergency Works. This service will be provided through the Call Centre and the Building Control Centre. Following call receipt by the Call Centre, a Priority Level is assessed in consultation with the SLA applicable and the resources required and the action needed. The Call Centre will notify the client user.

The intent is to agree priority ratings, which categories the level of response required for each emergency situation under the SLAs. The emergency Call-Out Service will require immediate methods of communications between the Call Centre and the On-Call Officer.

## **4. Engineering Solutions**

Maintenance engineering includes business process re-engineering on the basis of applying more intelligent maintenance management principles and learning from lessons past. The longer-term benefit to the client is a reduction of operating and ownership costs of fleet.

Phandora Transport will employ a variety of techniques and integrated solutions such as:

- Repair versus Replace analysis
- Level of Repair Analysis (LORA)
- Standardization
- Asset Assessment Process
- Trade-off of alternative maintenance plans
- Spares management and provisioning
- Cost of Ownership and Economical lifetime analysis
- Technological enhancement/outdated technology
- Occupational health and safety risk
- Benchmarking
- FRACAS (Failure Reporting, Analysis and Corrective Action System)
- Energy management All of the above ensures that the plant is operating at or beyond expected performance levels as agreed to in the SLA.

## **5. Optimum Plant and Equipment Operation**

The principle of optimizing and focusing on the total life cycle of plant and equipment and the cost associated with it, rather than just focusing on purchase and capital cost, has proven to be highly rewarding in terms of cost savings. Phandora Transport's holistic view of the life cycle planning of plant and equipment ensures a seamless transition from inception to operation.

This holistic view comes from an integrated Life Cycle Cost Management model, which will be used to record total cost, predict future cost and support cost enhancement decisions. The reliability of the output of this model is realized through its population with actual data from the Integrated Fleet Management System which contains relevant information from the Projects Management System,

Maintenance Management System and Call Centre System. Collectively this information will be used for efficient management of plant and equipment through its life cycle.

This approach facilitates the integration of the design philosophy and maintenance strategy, which is achieved by:

- Applying “best practice” maintenance operating principles towards maximizing reliability.
- Ensuring compliance to regulatory issues together within agreed service standards.
- Consideration of the constructability of the design in terms of ease of replacement.
- Minimizing the impact of maintenance on the availability of plant and equipment.
- Optimizing the reliability of the overall systems to support the communication infrastructure

## **6. Service and Operation**

Operation refers to such activities outside maintenance and are concerned with operating the fleet management system including tracking vehicles, driver behavior, etc. we will review the fleet management study or strategy that the client has and customize the Service and Operation offering. We include in this section the options available and we will jointly determine how to structure these services to maximize, not compromise your organization potential

## **7. Fleet Tracking**

Real-time fleet tracking pinpoints every detail of vehicle operations to identify areas that can be improved upon, optimizing productivity and efficiency.

A small plug-and-play telematics device can drive big fleet efficiencies, by letting you track fleet vehicles from almost anywhere in real-time. The fleet telematics system provides a wealth of data—including GPS location, speed, fuel usage and engine performance—capturing details needed to improve fuel usage, optimize routes and plan maintenance. The system’s real-time data can be used to generate instant notifications and customizable dashboard reports, among other applications. Fleet Telematics can deliver alerts to mobile devices like smartphones and tablets, too, so you never miss a beat even when you’re on the go.

## **8. Odometer Monitoring**

Monitoring the odometer reading of a fleet of commercial vehicles is essential in controlling costs. With vehicles being maintained on a time and mileage basis, it is important to ensure that all the vehicles cover as uniform a distance as possible over their life. That way, we are most likely to minimize them whilst maximizing value for money and minimizing vehicle downtime.

In addition, the resale value of the vehicles is likely to be enhanced as high mileage decreases value quicker than low mileage increases it. By using telematic technology, Phandora Transport can take responsibility for not only monitoring an entire fleet, but in managing the actions deemed appropriate. The client loses no control as mileage reports are viewable on-line.

## **9. Fuel Management**

### **a) Fuel Usage and Refueling**

Through recent industry developments, telematic systems are becoming more proficient in the remote, real-time monitoring of vehicle performance. This is predominantly on heavier vehicles where the on-board electronic control unit can be interfaced through CAN-bus technology (Controller Area Network CAN or CAN-bus) to telematic systems.

This technology can also allow for the real time monitoring of fuel usage, which can result in continuous, real-time reporting by vehicle. When combined with other functions available through telematic systems, this can then be expanded to 'by vehicle, by driver, by route etc.' and can form part of the on-line reports package available for the operator. Constructive information of this type allows for genuine cost saving decisions to be made.

In addition, this technology can allow Phandora Transport to monitor real time performance, receive pre-determined alerts forewarning of potential mechanical incidents and meaning preventative action can be taken. That's the technology side.

### **b) Refueling Solution**

Phandora proposes the original on-site, direct-to-equipment refueling service with a region-wide mobile fleet ... supporting organizational efficiency with reliable on-site supply of fuel and lubricants – where it's needed – and when the client needs it.

- Our on-site refueling tankers will be placed around the clusters
- The client's drivers stay exactly where they need to be, while our mobile tankers move around the clusters to fill the fleets and sub-fleets

- Each tanker is managed by a professional refueling operator, and fitted with an advanced spill protection system
- The client benefit by avoiding the costs, safety issues and downtime of moving long distances to refuel.

## **10. Tyre Management**

How tyres are managed during their life is vitally important in helping to reduce the operational costs of running commercial vehicles plus the assurance that, from a legal and safety standpoint, the vehicles are operating with tyres in good condition.

In today's competitive market, commercial vehicle operators are under enormous pressure to maximize their fuel economy and to minimize their carbon footprint, and good tyre management is essential in helping to achieve these goals.

Tyre Management is a pro-active approach to tyre husbandry in monitoring driver daily checks and managing the information received on the condition/pressures of the tyres from the vehicle's routine service and safety inspections or, as an added safety measure, through regular tyre fleet inspections carried out at the customer's operating site.

Good tyre management will optimize tyre life and provide customers with a reduction in their operating costs through better fuel consumption, improved vehicle availability and reduced management time.

## **11. Licensing**

### **a) Provision of Licensing Services**

The bigger your fleet, the bigger the headache licensing and registration routines can be. Phandora Transport makes it simple with an expert team available to handle the process from start to finish—for both current and new vehicles. We will take control of the licensing of vehicles for the municipality.

### **b) Permits**

We help you keep all permits valid and relevant for the service they are used for.

## **12. Warranties Management**

### **a) Warranty Recovery System**

Phandora Transport operates a warranty recovery programme to ensure that cost of parts and repairs on warranty-covered items are recovered. Warranties on vehicles and various components will be captured on the fleet management software to ensure that when repairs are recovered, the no-invoice flag will come up to ensure payments will not be made against the equipment or components.

### **b) Failed Components**

Parts and components that may have failed prematurely are returned to the Inventory Department. The Inventory Division researches the original installation date, miles of usage on the failed component, and the vendor it was originally purchased from. If the part or component is covered by a warranty, it is returned to the vendor.

### **c) Return to manufacturer/vendor**

Authorization for warranty return and labour claims, if applicable, are obtained from the manufacturer or vendor. Information is supplied to the vendor on the circumstances of the failure, if known. The item is then returned to the vendor warranty department for repair or replacement. Phandora Transport retains copy of the warranty claim form for tracking purposes.

### **d) Receipt from manufacturer/vendor**

When a unit is received at Phandora Transport, it is entered into the inventory system via an Inventory Adjustment form that is coded as a warranty replacement. A Journal Voucher form is completed and forwarded to the Accounting Department to make the necessary accounting adjustments. Labor credit if received is applied to the appropriate cost center via a credit entry applied to the work order used when the defective part was removed.

## **13. Insurance and Claim Management**

It is essential that the client maintains the correct level of cover for business and operational requirements and Phandora Transport partners can provide the full range of policies. These policies include, but are not limited to:

- GAP Insurance



- Goods In Transit (GIT)
- Vehicle Insurance

## **14. Recharges**

More than that though is the early identification of trends, through understanding the levels and types of recharges being incurred. This allows action to be taken as quickly as possible to counter the issues concerned and to reduce this often-avoidable cost to the business.

## **15. Disposal**

### **a) Disposal**

As we manage the demand and utilization of the fleet, including short-term demand and rentals, we will undertake disposal on an ad hoc and ongoing basis. The return of a vehicle to a manufacturer or leasing company can be a substantial profit opportunity for them and an administrative and costing nightmare for the client. Likewise, should the customer own the asset, managing the resale to market and ensuring a top valuation can be an unnecessary distraction from core service delivery. So, whether as the client you need to minimize the vehicle return costs or maximize its resale value, we can use our experience and tailored software to your benefit. Timely disposal will help improve utilization while managing fleet costs. Disposal will become a standard management process.

### **b) Return Management**

Closely linked to the End of Lease procedure will be the inspection of the vehicle by the manufacturer's or leasing company's elected body. Understanding the inspection criteria that will be implemented and ensuring that the vehicle meets these conditions with the minimum of expenditure is imperative in order to control costs. If it is left to the manufacturer or leasing company then the refurbishment cost is likely to be substantially greater than is necessary.

Phandora Transport has years of experience in managing the return of vehicles and the refurbishment costs involved. Through countless negotiations with the inspecting bodies, we are well versed in preparing vehicles that will meet the 'return conditions' with minimal expenditure.

We will automatically manage this process and any ensuing negotiation should the vehicle in question be on a Phandora Transport operating lease. However, Phandora Transport can also manage this requirement on behalf of customers who have arranged their own finance or have their own 'repurchase agreement' in place.

## **16. Rentals Management**

### **a) Rentals - Non-Specialised Fleet**

Provision of Ad-Hoc Rentals for the Non-Specialised Fleet. We will provide this service with our approved service partners.

### **b) Relief Vehicle**

A suitable vehicle will be made available from the most convenient location possible by one of Phandora Transport approved rental vehicle suppliers on pre-approved and negotiated basis.

### **c) Project Rentals**

Our support process begins at the earliest stages of your projects. We will assist with vehicle needs assessments and costing to help with your project planning and budget development.

## **17. Driver Management**

### **a) Policy Development & Compliance**

A comprehensive driver policy is essential to guide corporate objectives related to human resource initiatives, safety, liability and cost reduction. With our extensive experience, we can help you develop a policy that keeps your business on the road.

### **b) Driver Abstracts**

It is critical to know who's driving your vehicles and how they are driving them. We have the necessary technology to develop and offer you a program to manage the process and improve visibility to your driver behaviours.

### **c) Taxable Benefit**

It can be a time-consuming task to ensure that your drivers submit their personal & business kilometers and audit the data for accuracy. We streamline the process to ensure that you have accurate information on driver usage.

### **d) Safety**

Phandora Transport systems check for defects and driver activity, giving dispatchers a heads-up if something goes wrong. The GPS tracker is equipped with an SOS button that

immediately sends alerts during emergencies. By recording the driver's every move, it also protects them from any legal disputes following a vehicular accident

#### **e) Driver Helpline**

We will implement a driver support line with the sole purpose of ensuring fleet drivers are supported by our fleet management solution. Drivers will be in a position to speak to our mechanics via the hotline regarding their queries, short term rental car in case of emergencies and breakdowns, access roadside assistance where this is appropriate and hijack support in case, they feel like they may be followed or in danger of being hijacked.