



customer case study

robust

“Once configured, the Formic software has proven to be extremely robust.”

Colin Morris, IS Director, Lex Defence White Fleet.

formic

solutions in action with Lex Defence



Lex Defence White Fleet supply continuous hire vehicles to the Ministry of Defence (MOD). Lex Defence continually collect and analyse feedback from military units throughout the United Kingdom in order to monitor the performance of the fleet and improve on their level of service to the MOD.

The Need

Every month Lex Defence needs to capture vehicle utilisation data from a wide community area. In addition, Lex Defence endeavour to monitor their performance standards through an annual customer satisfaction survey. This survey needed to be effortless to complete, yet capture as much qualitative information as possible.

The Solution

Formic designed a data capture card that systematically collects vital vehicle utilisation data. Thousands of these cards are sent to MOD addresses throughout the UK. Once completed, the Formic solution scans the cards, validates and transforms the information into electronic data. This is then uploaded onto a vehicle management control system and merged with existing records. Furthermore Formic solutions have enabled Lex Defence to obtain feedback on customer satisfaction levels through capture and analysis of results from their annual survey.

“To achieve the same result without increasing our headcount would have meant wide distribution of electronic systems at a huge cost.”

Colin Morris, IS Director, Lex Defence White Fleet.

The Result

By utilising the Formic solution, Lex Defence is now able to identify low or high vehicle utilisation at over a thousand addresses within the MOD. This allows them to manage and prioritise usage of the fleet efficiently and cost effectively throughout the UK. Furthermore Lex Defence now has a tool to monitor their customer satisfaction levels and respond accordingly.

Customer details

Colin Morris

IS Director, Lex Defence White Fleet

Formic user since

2001

Main benefits gained

- Ability to monitor performance standards
- Exceptional cost savings
- Improved customer service
- More timely data
- More accurate data

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