


Gigaclear
 Ultrafast Fibre Broadband

Driving down VOR costs for Gigaclear

£236k saved by slashing vehicle downtime, cutting maintenance costs and mitigating fleet risk

The client

Internet service provider Gigaclear is on a mission to bring fast full fibre broadband to rural Britain.

The company's engineers use a fleet of 200+ customised LCVs to deliver connectivity to the most remote rural communities in the most challenging locations.

The challenge

While Fleet Operations was originally appointed in 2020 to help implement a bespoke, fully-kitted leased van fleet, rapid growth has since sharpened the focus on the need for better operational fleet efficiency, reduced vehicle offroad time (VOR) and rigorous cost control.

The solution

A full fleet management solution now includes vehicle sourcing, pay-as-you-go maintenance, fuel card management, risk assessment, breakdown and accident management, driver support and VOR control. With every service carefully scrutinised for return on investment (ROI) and added value, Fleet Operations consistently deliver on exacting KPIs using a cost-focused partnership approach.

Bespoke van conversion management

As well as sourcing competitive pricing for the latest vans via its multi-bid approach, Fleet Operations has also managed the entire customisation process - from configuring and ordering and checking the right racking solution and livery, to overseeing delivery and return of old vehicles.

Fit-out times have been minimised to get the vans operationally ready as quickly as possible.

Sourcing the right vehicles...

In-depth knowledge of make and model total cost of ownership (TCO) allows the Fleet Operations team to pinpoint the most suitable vehicles to keep a lid on maintenance, VOR and short-term hire costs – not just at purchase but throughout the whole contract.

Gigaclear was advised not to go for higher tech models, for example, where a simple windscreen replacement cost would be escalated by the need to recalibrate with in-cab technology.



Flexing to Gigaclear's needs

"No matter how unusual the ask, the Fleet Operations team always delivers - not just agreeing to use certain favoured Gigaclear suppliers, for example, but also onboarding them, managing their service KPIs and handling all their invoice settlement for Gigaclear."

...with the best manufacturer support

The Fleet Operations team leveraged their market-leading relationships with van manufacturers to get the best possible support terms

A wide range of added-value extras have been negotiated to minimise VOR costs - including courtesy vans for vehicle breakdowns and compensation payments for any longer term loss of use.

An expert eye on maintenance and repair costs

As former mechanics or engineers, the Fleet Operations' technical team can quickly spot when repair quotes have been inflated, or damage exaggerated. They carefully scrutinise every repair estimate, including for end-of-lease vans, demanding evidence and challenging anything which will not affect residual values.

The approach has proved highly effective, saving Gigaclear nearly £34,000 in 2024, with a further £47,000 saved on end-of-lease damage costs.



Fighting Gigaclear's corner

"The team works very hard fighting our corner with garages proposing inflated repair costs."

Simon Maltby, Head of Facilities and Fleet, Gigaclear

Fuelcard savings

Having negotiated discounted fuel costs with no card fee, Fleet Operations recommended Gigaclear move to a single fuel card provider, saving them nearly £85,000 a year.

Driver compliance and risk management

Drivers use the Fleet Operations MOVE app on their phones to perform daily vehicle safety checks, with any issues like warning lights quickly resolved by the Fleet Operations' maintenance team.



Getting to know you

"It was fantastic to see the Fleet Operations team attend our annual summer employee event to support our engineers with any queries and understand their challenges face-to-face. They really make the effort to get under the skin of our company and it shows in the consistently high standards of customer service that we get."

Simon Maltby, Head of Facilities and Fleet, Gigaclear

The app was also re-engineered specifically for Gigaclear to include bespoke questions for drivers facing additional risks when using trailers or MEWPs (Mobile Elevating Work Platforms).

The team not only identifies any high risk or non-compliant drivers (for example where driving licence details or vehicle check confirmations have not been provided), but they also proactively escalate any issues internally and follow up with appropriate training where relevant.

Accident management

Through a combination of additional driver training delivered by Fleet Operations, telematics, drug and alcohol testing, the number of accidents has been reduced by 70% and fleet insurance premiums slashed by 25%.

Invoice validation

Checking every line of every invoice for accuracy has yielded an £820 saving.

The results

Total annual savings achieved by partnering with Fleet Operations have exceeded £236,000, including:

- **£33,690** saved by reviewing and disputing maintenance costs provided by repairers
- **£46,798** through negotiation of end of lease damage charges and SMR savings
- **£84,603** in fuel costs by moving to a single fuel card provider
- **£4,860** saved in accident management courtesy car costs
- **£820** saved through invoice validation
- **100%** compliance on driver licence check and MOTs
- Accidents reduced by **70%**
- Fleet insurance premiums slashed by **25%**

To find out how we can help you realise your fleet objectives, please contact:

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