



A case study

ThyssenKrupp

saves 22 percent in
maintenance spend

LeasePlan's maintenance team saves clients millions of dollars in cost avoidance every year.

Client profile

ThyssenKrupp Elevator Americas is the largest producer of elevators in the Americas, operating approximately 3,000 fleet vehicles.

The situation

ThyssenKrupp was facing unnecessary maintenance costs because of vehicle and driver downtime during the maintenance approval process.

The results

LeasePlan was able to save ThyssenKrupp nearly \$1.1 million dollars. LeasePlan's Maintenance and Repair Management technicians streamlined the client's maintenance approval process and eliminated unnecessary costs.

ThyssenKrupp's dilemma

ThyssenKrupp Elevator Americas, an elevator production company, was facing unnecessary maintenance costs because of vehicle and driver downtime during the maintenance approval process.

Elevator repair technicians could not get to their clients or tasks when waiting for vehicle repairs, and the longer wait for approval was costing ThyssenKrupp more time and money. ThyssenKrupp needed to streamline its maintenance approval process to reduce costs.

LeasePlan's process

After reviewing ThyssenKrupp's approval process, LeasePlan's maintenance experts recommended a more streamlined procedure to reduce vehicle and driver downtime.

A quick call to LeasePlan's 24/7 Customer Contact Center allows ThyssenKrupp's drivers to speak with ASE-certified technicians who have an average of 20-plus years of automotive repair and fleet maintenance experience.

These technicians determine whether maintenance is necessary for a vehicle and negotiate prices with the repair facilities. This helped ThyssenKrupp avoid longer

wait times for maintenance approval and save money.

Other strategies LeasePlan technicians use to reduce maintenance costs include checking for vehicle warranties and negotiating prices, requesting alternative choices for vehicle parts, checking if requests for repair are appropriate and moving vehicles to other repair facilities to gain savings, if necessary.

To ensure that LeasePlan's repair technicians consistently deliver the highest level of service, calls are monitored for quality assurance. This helps identify training necessary to improve service for customers like ThyssenKrupp.

A satisfied client

LeasePlan saved ThyssenKrupp nearly \$1.1 million dollars and reduced its maintenance spend by 22 percent. Drivers get approval on maintenance spending quickly, and ThyssenKrupp saved time and money.

As a flexible leasing partner, LeasePlan's technicians helped make ThyssenKrupp's MRM program fit its needs and improve overall fleet operations.