

BUSINESS PROCESS OUTSOURCING

The right business solutions for ultimate business performance





Business Process Outsourcing eliminates the unnecessary time, money and resource spent on vehicle management, freeing you to concentrate on your core business.

At Lex, our approach is both innovative and flexible, built from key components to deliver a tailored solution for your organisation.

Lex is the market leader in vehicle management solutions in the U.K. We have the experience and expertise to provide award winning individual fleet solutions. We use Six Sigma and best practice methodologies as the foundation for the continual improvement of our customer service.

Lex builds on this approach to create individual Business Process Outsourcing solutions which address your strategic, operational, and employee needs.

Lex Corporate Mobilisation and Momentum consultancy teams integrate and analyse your specific business requirements with our specialised services. These are designed to increase your productivity, efficiency and performance.

Creating individual fleet solutions





Business Process Outsourcing provides benefits for all three sectors within your organisation; strategic, operational and employee.

Key Features

› **HR Administration:**

- Policy implementation payroll interface
- P46/P11D management
- Systems integration
- New starter and promotion management

› **Fleet Administration:**

- MOT/Road Fund Licence management
- Fines and penalties processing

› **Risk Management:**

- Advice and ongoing policy review
- Claims Solutions provision
- Incident rate benchmarking

› **Asset Management:**

- Pool car management
- Replacement vehicles
- Daily rental management
- Vehicle utilisation

› **Driver Contact:**

- Helpdesk for employees
- Driver eligibility management
- Advice on tax implications
- Fuel card management

Key benefits

The table below highlights the key benefits for each of the main five areas affected by Business Process Outsourcing.

	Operational Benefits	Strategic Benefits	Employee Benefits
HR Administration	Duty of Care compliance ensured	Consistent policy management allows you to focus on growing your business	One-stop shop for tax and salary matters
Fleet Administration	Best practice processes	Provides efficiencies, allows for resource to be diverted to other areas	Peace of mind and less hassle
Risk Management	Effective cost management/reduction	Health and Safety compliance ensured	Clear policy communications and improvements in driving risk
Asset Management	Reduction in vehicle off-road time leading to increased efficiency	Maximum utilisation leading to cost reduction	Minimum disruption to employee's routine
Driver Contact	Dedicated resource provides ultimate driver experience	Driver satisfaction	Access to dedicated helpdesk team



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Account team

All solutions are serviced through our dedicated customer teams led by our Strategic Account Managers. Working together they review operational management ensuring the highest level of customer support.

Delivering a leading-edge service for your organisation

Lex Momentum is a unique consultative approach to vehicle solutions. Lex Momentum includes a team of specialists with expertise in key areas such as HR, finance, tax and fleet operations. This enables the delivery of a leading-edge service to your organisation which balances the differing strategic, operational and employee needs.

Exceeding customer expectations

In the continuous pursuit of World Class service, Lex has instigated a process called Six Sigma. This has changed our approach in two ways. The first is a management philosophy that places the customer at the centre of our thinking and believes that our employees are best placed to drive improvements. The second is a problem-solving methodology that is structured and measurement orientated. Together these themes combine to help us in our goal of delivering 100% customer satisfaction, all of the time.

Operational best practice

The Customer Mobilisation team provides a dedicated resource to our customers in operational processes. Using best practice tools and methods, the team is responsible for bespoke management information, process improvement, consultation and analysis leading to continual improvement.

What our customers say...

“The benefits of Lex come from a quality offering delivered by good people, who will listen to what the customer wants then find a way of supplying it, not just offer an off-the-shelf product. The OneCall solution is the best in the industry. Working with Lex has made our offering to our people far more attractive and one we are very proud of. To sum the relationship up: We have been with Lex since 1997, this says it all.”

Geoff Wright
Head of Corporate Service, AAH

“Lex has been a partner of Taylor Woodrow providing a fully outsourced fleet service for the past few years. We have a dedicated account team who are responsive to our needs and work closely with all company car users within our business.”

Justine Brown
Head of Resourcing and Contracts,
Taylor Woodrow

For more information on any aspect of our service you can:

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