

# Standardising fleet repairs and maintenance to maximise efficiencies

**FLEET SERVICING IS** a significant cost centre for any company whether large or small and affects both owned and leased vehicles. Efficiency gains in direct cost and administration time are a constant focus for any fleet manager.

response and priority assistance. Crash Brokers have presented an attractive outsourcing option as the company uses a business model that enables the service to be provided free of charge to the customer.

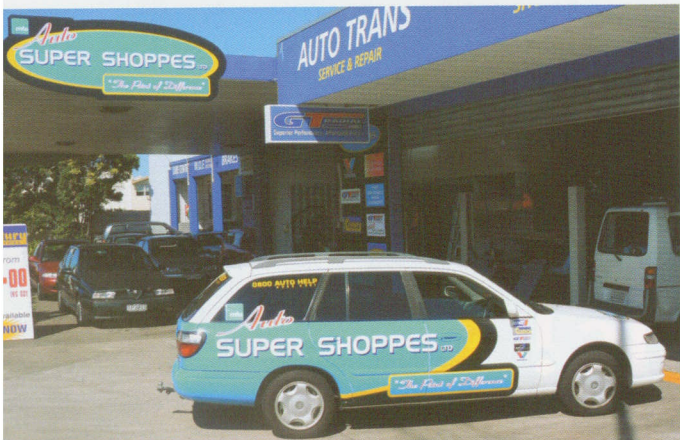
The 0800 service provides a one-call solution for busy car-dependant customers including free pick-up/delivery and free late-model courtesy cars and vans. Director, Karen Knight, is a veteran of the panelbeating trade and established the business with the objective of ensuring consistent technical quality, superior customer-service, convenience and seamless mobility. Knight says accident management is an obvious choice for

outsourcing as it requires some technical knowledge to ensure a satisfactory service experience. Crash Brokers allows the customer to focus on their core business.

Auto Super Shoppes was launched early last year on 0800 AUTOHELP and already has over 30 Auckland MTA mechanical workshops under its umbrella. The three company directors – David Storey, Bruce Blair and Geoff

Harper are all senior MTA members. Each also operates successful mechanical firms in their own right and has a comprehensive knowledge of potential network members which has supported their aggressive growth strategy. Auto Super Shoppes member workshops are independently owned and operated, this ensures responsiveness, friendly personalised service, and low overheads which results in affordable charges including lower hourly rates than the franchise dealerships. Storey says “Auto Super Shoppes’ objective is to provide motorists with the confidence of dealing with a major franchise, but without the cost”.

Knight claims the two companies will add significant value for customers by streamlining all their motor vehicle repair requirements. Consistency and quality are assured, and communications are simplified by utilising an 0800 number for each trade. Car accident repairs and related enquiries are handled by Crash Brokers on 0800 2CRASH, and all mechanical servicing and breakdowns are handled by Auto Super Shoppes on 0800 AUTOHELP. Auckland businesses can now save time, stress, and money on fleet repairs and maintenance. For more information, visit [www.crashbrokers.co.nz](http://www.crashbrokers.co.nz) and [www.supershoppes.co.nz](http://www.supershoppes.co.nz).



Crash Brokers and Auto Super Shoppes have now joined forces to leverage the assets and expertise of both the collision repair and mechanical trades for the benefit of all fleet operators, both large and small.

For the past two years Crash Brokers has provided a 24/7 accident management service supported by a network of quality collision repair facilities that ensure instant