



# DOWNTIME MANAGEMENT MODULE

Ensuring your vehicles have maximum uptime, will always be a major consideration for any fleet. Historically this has been a complicated, resource hungry and, at times, impossible task.

1link Service Network's Downtime Management module is a powerful tool which brings together the various data sources and streamlines the manual work associated with this critical process, to enable you to keep your vehicles roadworthy.

## Key benefits

- Ongoing communication with the garage on work progress, so that you, and your customer, are always aware of the current status
- Freeing up administration resource, through the use of a highly efficient digital system, to undertake other tasks
- One version of the truth, giving visibility to all users
- High-level insights into Vehicle Off Road (VOR) reasons, so patterns can be identified and preventative action taken, if appropriate
- Measurement of the performance of your team's management of vehicle downtime events

If you'd like any further details or a demo, please contact your Account Manager at [accountmanagement@epyx.co.uk](mailto:accountmanagement@epyx.co.uk)

## Key features



### FIND

Easily search and retrieve live and historic events via an intuitive dashboard, detailed reporting also available



### SEE

A visible, clear audit trail, showing all actions and communications against each vehicle and VOR incident



### TALK

An option to communicate directly with drivers, fleet managers or third parties, via SMS or e-mail, so they are kept up to date



### SET

Communications for both garages and drivers can be pre-defined and standardised, to enable efficiency



### HIRE

Option to link to 1link Hire Network to automate the replacement vehicle process



### INTEGRATE

XML interface allows VOR incidents to be created from other systems



### CHOOSE

You define the categories of VOR available, with each category having specific queries which the garage must respond to, as well as defined SLA's, adding your own event progression structure to previously undefined processes



### CHASE

A dedicated team within epyx, who will follow up with the garage on outstanding actions – completely removing the need for manual follow up from your team



### ENHANCE

If required, the module can provide further automation with the following additional features:

- Auto VOR creation and closure
- Auto escalation
- Auto off-hire

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