



Over 60,000 transactions a year and more than 1,500 workshops connected to GT Motive Global.

“a success story”

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Arval is a company committed to the highest levels of service quality.

GT Motive Global allows us to achieve all these company goals, which seek change through technology.

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César Estrela
Director of Service Delivery at Arval



About Arval

Arval is a company specialised in mobility solutions, belonging to the BNP Paribas Group, which offers company comprehensive solutions to optimise the mobility of their employees and outsource the risks inherent in fleet management, always under the principles of expert advice and service quality.

Arval is present in 25 countries and has over 4,000 employees

Created in 1989, it has a workforce of over 4,000 employees and is present in 25 countries. In addition, its network of strategic alliances enables Arval to reach 14 more countries, financing a total of 700,000 vehicles. In Spain, Arval has been present since 1996 and has nearly 400 employees. The number of vehicles currently being financed by Arval, named the Best Customer Service Operation Company in 2013, totals more than 70,000 units, making it the leading national operator.

What is GT Motive Global?

A cloud-based collaborative communication platform for fleet management.

It improves management and efficiency of the fleet and its interventions.

- ✓ Automatic or semi-automatic management of intervention authorisations related to inspection services, mechanical breakdowns and tyres, according to the business rules set by the company. The platform includes integration with GT Motive Estimate for calculating intervention costs, which allows improvement and optimisation of fleet management.
- ✓ Management of new vehicle purchase and registration: orders to dealers, installation of accessories, with constant information about the status of these orders.

Sector:

Leasing and fleet management.

Situation:

Need to simplify and streamline information exchange and collaboration.

Solutions:

Implementation of the GT Motive Global collaborative platform.

Results:

- ✓ Improved fleet management and efficiency.
- ✓ Reduced technical costs.
- ✓ Improved relationships with suppliers.
- ✓ Higher service quality standards with respect to the driver.

“a success story”

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GT Motive Global allows ARVAL to simplify and improve information exchange by using a collaborative cloud-based platform that connects all the players in the intervention authorisation process, generating efficiency, quality of service and savings.

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Antonio Osuna
Iberia Senior Director of GT Motive



Overall Arval Statistics

- ✓ 1,500 workshops using the communication platform.
- ✓ 60,000 transactions annually.
- ✓ 50,000 mechanical transactions.
- ✓ 50% with electronic billing.

Benefits

In general, ARVAL's adoption of this technology has brought improved management and efficiency of the fleet and its interventions, reduced technical costs, improved supplier management and relationships, and higher service quality standards with respect to the driver.

Advantages for the company

- ✓ Improved company productivity.
- ✓ Optimised fleet management costs.
- ✓ Integration with the company's back office system.
- ✓ Automatic authorisation approval.
- ✓ Possibility of using GT Motive Global on the technical customer telephone platform.
- ✓ Specific module for tyre services.
- ✓ NV management module.

César Estrela, Director of Service Delivery at Arval

“Arval is a company committed to the highest levels of service quality, in fact it's in our DNA to add value to the companies we work with.

This commitment leads us to innovate and continuously improve the intervention authorisation process, to make it as efficient as possible and to make the workflow between all the players provide connection and real-time information, so that the driver has the vehicle back as quickly as possible and can get back to his or her activities, but also so that the workshops, our partners on the ground, feel like a part of our organisation.

GT Motive Global allows us to achieve all these company goals, which seek change through technology.”

Type	Company	Supplier	Created by	Date of creation	Date of the first subse	Regi
GT FLEET DEMO EN	Repair shop Demo 1	fleetnet1	26/07/2013 14:08	093		
GT FLEET DEMO EN	Repair shop Demo 1	repairshop1	23/07/2013 12:46	23/07/2013 12:51	350	
GT FLEET DEMO EN	Repair shop Demo 1	repairshop1	08/07/2013 12:09	08/07/2013 12:12	379	
GT FLEET DEMO EN	Repair shop Demo 1	repairshop1	07/06/2013 15:50	539		
GT FLEET DEMO EN	Repair shop Demo 1	fleetnet1	05/03/2013 12:25	537		
GT FLEET DEMO EN	Repair shop Demo 1	fleetnet1	18/01/2013 19:32	139		
GT FLEET DEMO EN	Repair shop Demo 1	repairshop1	18/01/2013 18:33	124		
GT FLEET DEMO EN	Repair shop Demo 1	repairshop1	23/10/2012 10:23	22/07/2013 18:58	670	

Global is integrated with GT Motive Estimate for calculating intervention costs

Advantages for the workshop

- ✓ Cooperation of the workshop in tasks in the authorisation cycle via the web.
- ✓ Electronic billing.
- ✓ The same solution for performing interventions for different companies.

Advantages for the end user

- ✓ Helps to cement the loyalty of leasing users and increases their satisfaction enhancing user experience.

Antonio Osuna, Iberia Senior Director of GT Motive

“Our extensive experience in managing maintenance/breakdown interventions and in the claims process for the automobile sector, especially in the leasing and fleet management sector, to which we might add our collaboration with the majority of the workshops in Spain, enables us to invest knowledge and resources—as in the case of GT Motive Global and GT Motive Estimate—to anticipate needs for information and collaboration, but always hand in hand with our technology, to offer the best results with the goal of helping leasing companies achieve their quality, efficiency and customer satisfaction goals under the most demanding conditions.”

Autenticación	Estado	Fecha de creación	Fecha de actualización	Fecha de caducidad
GT FLEET DEMO EN	En proceso	26/07/2013 14:08	26/07/2013 14:08	26/07/2013 14:08
GT FLEET DEMO EN	En proceso	23/07/2013 12:46	23/07/2013 12:46	23/07/2013 12:46
GT FLEET DEMO EN	En proceso	08/07/2013 12:09	08/07/2013 12:09	08/07/2013 12:09
GT FLEET DEMO EN	En proceso	07/06/2013 15:50	07/06/2013 15:50	07/06/2013 15:50
GT FLEET DEMO EN	En proceso	05/03/2013 12:25	05/03/2013 12:25	05/03/2013 12:25
GT FLEET DEMO EN	En proceso	18/01/2013 19:32	18/01/2013 19:32	18/01/2013 19:32
GT FLEET DEMO EN	En proceso	18/01/2013 18:33	18/01/2013 18:33	18/01/2013 18:33
GT FLEET DEMO EN	En proceso	23/10/2012 10:23	23/10/2012 10:23	23/10/2012 10:23

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