



5th CLEPA Automotive Aftermarket Conference

HCV parts and service business, the view of an International Lease Company

Arnaud PERARD
CPO FRAIKIN Group

Fraikin



INTRO - WHO IS FRAIKIN

- European leader of industrial and commercial vehicle hire

- French company created in 1944

- +65 000 Fleet (50% LCV, 50% HCV)

- € 671m revenues in 2012

- +3 000 employees

- Presence in 10 countries

- Active at LEASEUROPE board





INTRO – A 3 STEPS VEHICLE BUSINESS MODEL

STEP 1 Long-term Hire

- New vehicle build based on the customer needs
- From 36 up to 108 month long-term contract hire with a mileage allowance which matches the requirements

STEP 2 Short-term usage

- Replacement vehicle during downtime
- Short-term rental
- Temporary vehicle before new deliveries

STEP 3 Remarketing

- Used vehicle remarketing on the second hand market

Fraikin
Used Vehicles

**Vous recherchez un véhicule d'occasion ?
Découvrez nos offres en cliquant ici :**


www.fraiknusedvehicles.com

Un large choix de véhicules industriels, utilitaires et commerciaux : voitures société, poids lourds frigorifiques, bennes, plateaux-grues...

PLUS DE 500 VEHICULES A VENDRE !

**Are you looking for a second hand vehicle ?
Find out more about our offers by clicking below :**


www.fraiknusedvehicles.com

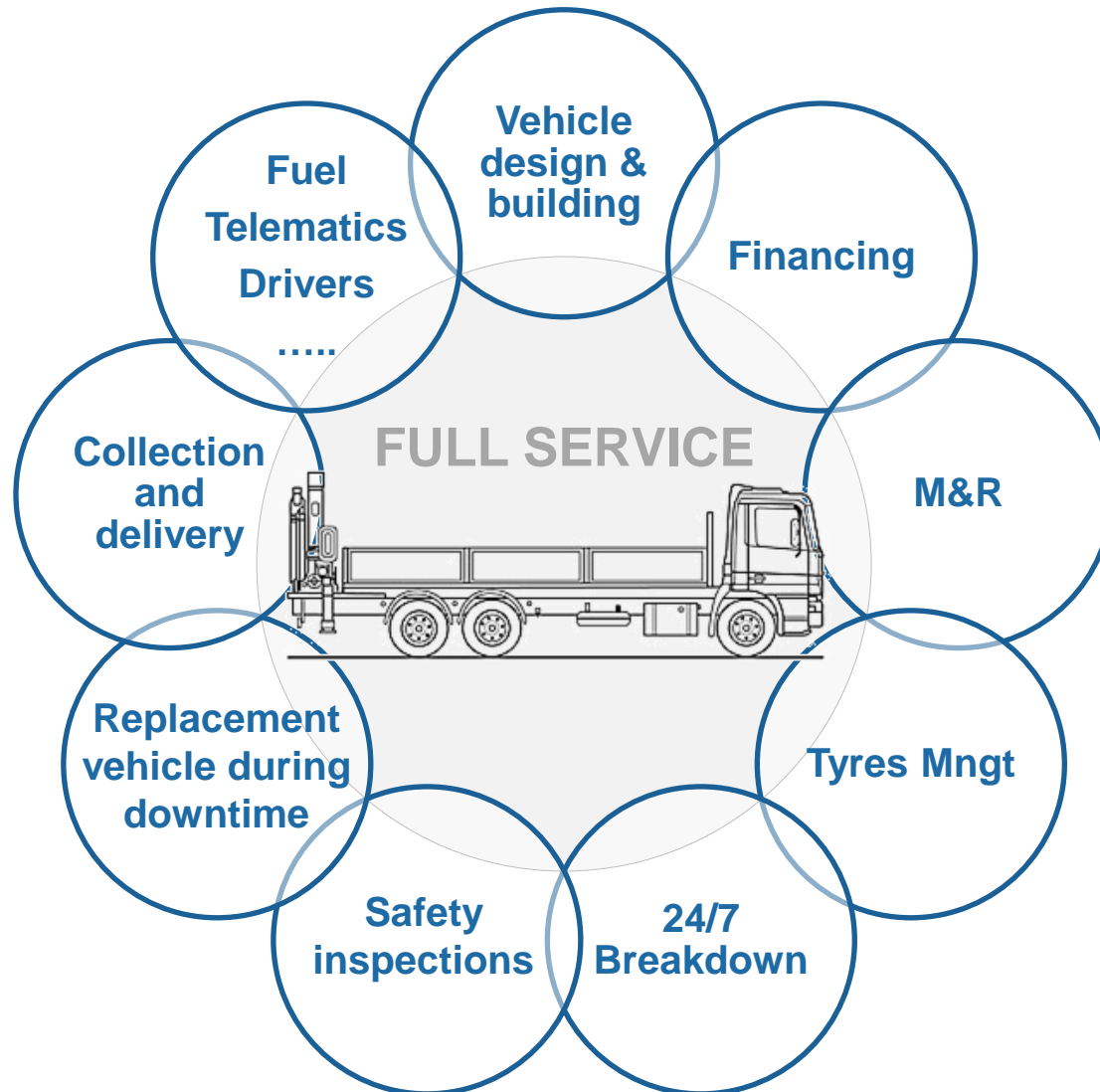
A large available range of industrial and commercial vehicles : cars, heavy goods vehicles, fridges, dropside, cranes, boxes...

MORE THAN 500 VEHICLES FOR SALE !





INTRO – A TYPICAL FRAIKIN CONTRACT HIRE PACKAGE





A HIGHLY COMPLICATED ENVIRONMENT...

High variety of makes

IVECO, MERCEDES-BENZ, DAF, RENAULT-TRUCKS, M.A.N, ...

High variety of bodies & equipment

TAIL LIFTS, FRIDGES, CRANES, HOOK LIFTS, REFRIGERATED & DRY BOX VANS, DROPSIDE, ...

Regulations constantly evolving

EURO V (2009), EURO VI (2014), LIFT DIRECTIVE 2006/42/CE (2010), NEW TAXES...

New technologies

ELECTRIC AND HYBRID TECHNOLOGIES, ON BOARD UNITS FOR ROAD TAXES, PARTICULE FILTERS FOR HCV, ...



... WHICH IMPOSES CHALLENGES FOR WORKSHOPS

Schedule with efficiency the workshop entrances
to ensure optimal utilization of equipment and workforce

Achieve the correct diagnosis in the shortest time
to ensure shortest downtime

Source the required parts at the best price
with the required availability level

Have the right tool to service the vehicle
particularly for diagnosis and the control of the vehicle ECUs

Master all new technologies



ACHIEVE QUICKLY THE CORRECT DIAGNOSIS

MULTI BRAND / MODEL DIAGNOSTICS TOOL

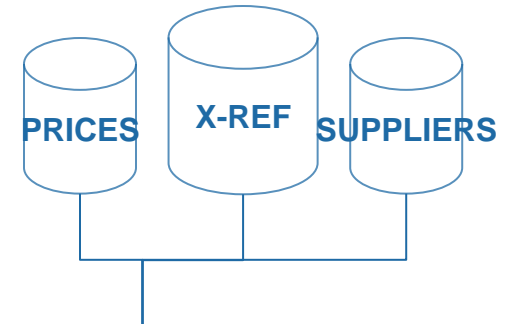
- Full diagnostic on all vehicle ECUs in a single click of the mouse
- Comprehensive view of the vehicle's electronic status
- Lists the ECUs tested and details ALL errors identified
- Find spare part numbers starting out from a reference or description in just a few seconds



SOURCE ALTERNATIVE PARTS & IDENTIFY CROSS-REF

ONLINE PARTS CROSS-REFERENCE TOOL

- Source parts from OEM & parts manufacturers
- Consolidates data from the top OEM and independent manufacturers
- Create a single point of access to find the right all-makes part and price comparison
- Define procurement policies for each product lines
- Enable mechanics in workshops to quickly identify and order the part needed



Comparteur de prix Marque TOD Référence 29108009203 Agence 050

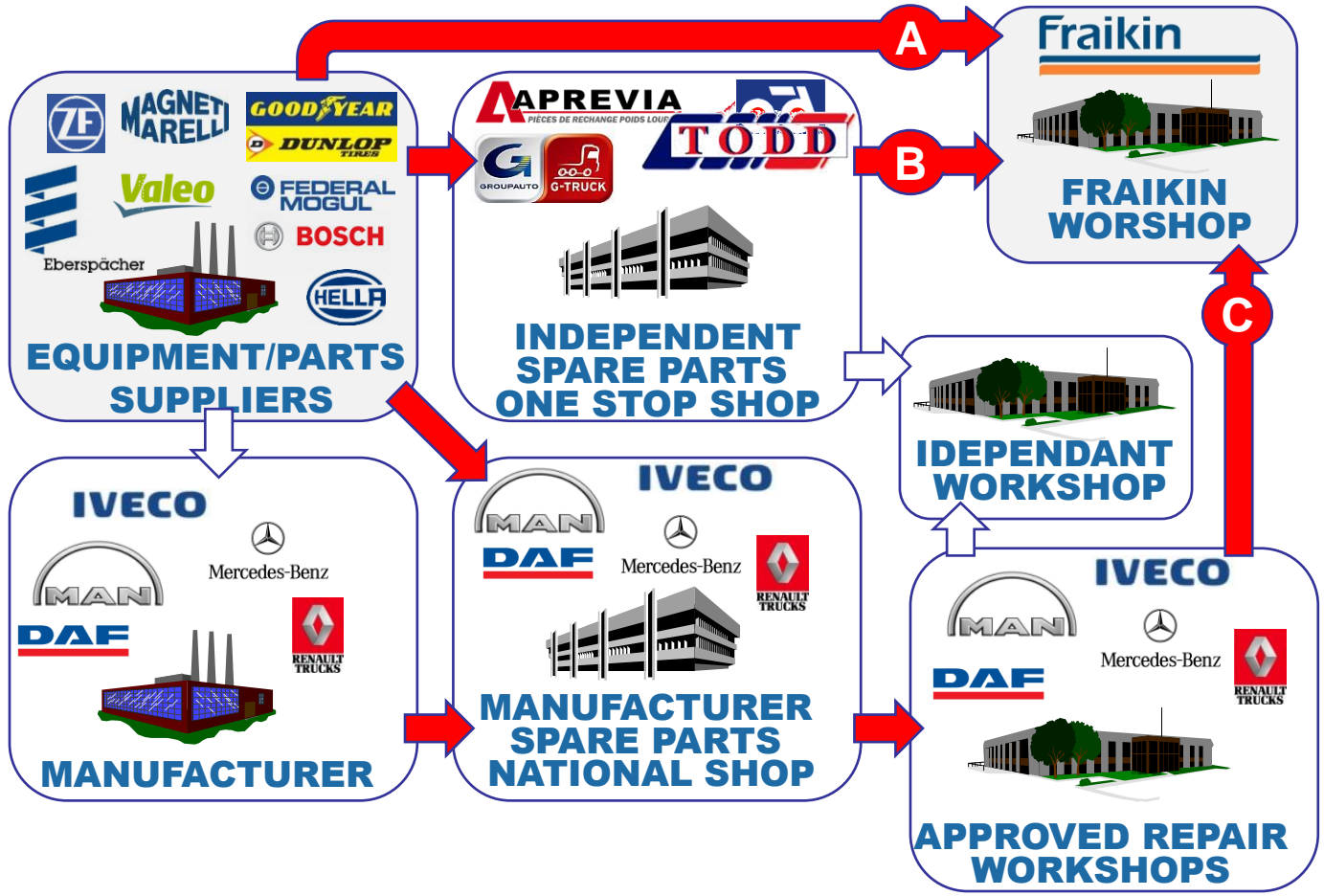
Menu Agence 050 VITROLLES
Marque TOD / Référence 29108009203 PLAQUETTE DE FREIN D430 SANS TU AVEC ACC / Famille NET

Meilleurs prix									
Contrat d'achat	N/L	Prix Brut	% Rem. fact.	Prix Net facturé	% Rem. cpl.	B/N	Prix Net final	Référence équivalente	Fournisseur local
TOD OT TRAILERS									290249 GENERAL TRAILERS
TOD OT TRAILERS								ARV MDP0087K	290549 GENERAL TRAILERS
ETOILE MEDITERRANEE								DCF 0044202220	290126 ETOILE MEDITERRANEE
MERCEDES								DCF 0044202220	
ETOILE MEDITERRANEE								DCF 0034202220	290126 ETOILE MEDITERRANEE

+10 millions references



SUPPLY SPARE PARTS TO THE WORKSHOPS WITHIN 72H





OUR EXPECTATIONS WITH RESPECT TO PARTS SUPPLIERS

Proven quality and lifespan of the products

original equipment suppliers, best in class certifications and homologations

Competitive pricing

Effective collaboration

key account manager, efficient Quality Assurance plan

Electronic communication

considers electronic tools integral to the way we interact : tariff grid update, parts catalogues, tendering process, purchase to pay

Product range wide enough to cover the need

particularly on single sourced product line like tires

Delivery time within 72 hours

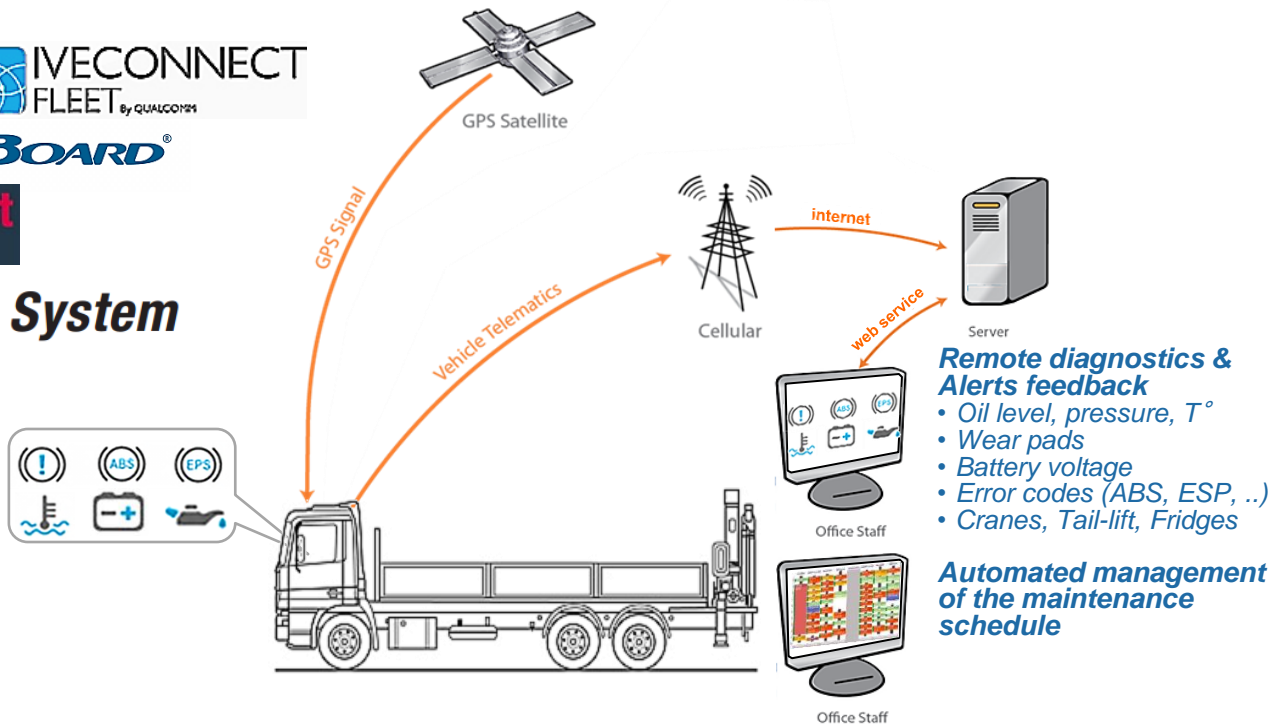
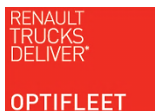
to avoid any stock keeping and to work just in time

National or international coverage

WHAT ABOUT TELEMATICS FOR MAINTENANCE PURPOSES



DAF Telematics System



- Remote diagnostics & Alerts feedback**
- Oil level, pressure, T°
 - Wear pads
 - Battery voltage
 - Error codes (ABS, ESP, ..)
 - Cranes, Tail-lift, Fridges
- Automated management of the maintenance schedule**

- OEM telematics solution are dedicated to one make only and are not open source
- Few Remote Diagnostics solutions exist on the market (MB Fleetboard, VOLVO Remote diagnostics) but maintenance data is not available for end-user through OEM telematics solutions
- FMS V3.0 is not adapted for maintenance purposes
- Even if some aftermarket solutions enables the reading of CANbus data, the information collected needs to be integrated and post processed in the maintenance management schedule



Thank you for your attention

Fraikin

YOU DRIVE, WE CARE