

Objectives



- For increased competitiveness, a Fleet Management company aimed to provide its services all over Europe
- Initially (phase I), the most important services should be made available in 10 European countries
- Provide products, services and processes in 10 countries, incl:
 - Regulatory and tax regime requirements
 - Business Plan across all phases
 - Risk Management, Compliance, IT
 - Setup of a multilingual Call Center
 - Language requirements for 10 countries

Project Scope



- Project management fleet services
- Regulatory- and tax- framework for all countries
- Business case generation (two phases)
- Technical concept (for non-agile IT-elements)
- Analysis of products, services and processes
- Coordination and communication with country reps
- Design of services- and products for 10 markets
- Concept for implementation of branch offices
- Risk mgt. for credit, payment-default and forex-exposure
- International outsourcing management
- Test, FAT and go-live of features

Industry



- Captive Automotive / Mobility
- Fleet Management
- Multi-Brand Management
- Full-Service Leasing

Outcome / Benefit



- Technical provisioning (IT, tax, regulatory, process and service) of six out of 25 most important products for international roll-out in phase I
- International harmonisation of processes and products
- Contracting of international outsourcing-Partners
- Business-case planning in a mixed approach for EU-freedom of service and branch establishment
- Provision of a complete register of all relevant regulatory, income tax and value-added tax framework for 10 countries