

Cost Optimisation

Assessing if your fleet or mobility business is cost optimal

Challenges

In the complex world of business, there is no simple search facility to help business owners feel confident that the money they are spending on running their organisation is delivering maximum value.

Within the fleet and mobility industry the provision of services to customers is complex, as the customer base is diverse both in size and in their demands. To meet the requirements of such a mixed customer base the fleet services provider will be carrying out many activities. These range from sales and marketing, IT operations through to managing 3rd party fulfilment providers.

In order for a fleet business to determine if it is delivering the best service for the lowest cost, a clear and systematic approach to reviewing the costs, effort expended and time taken is required. Only once this is done can the steps needed to reduce those costs be determined and actioned. Each area of the business must be investigated to understand where money and effort are being expended and then comparisons made to industry norms. Armed with these facts, the areas of the business where costs or effort are higher than expected become clear and can be targeted for an improvement cycle.



Our solution

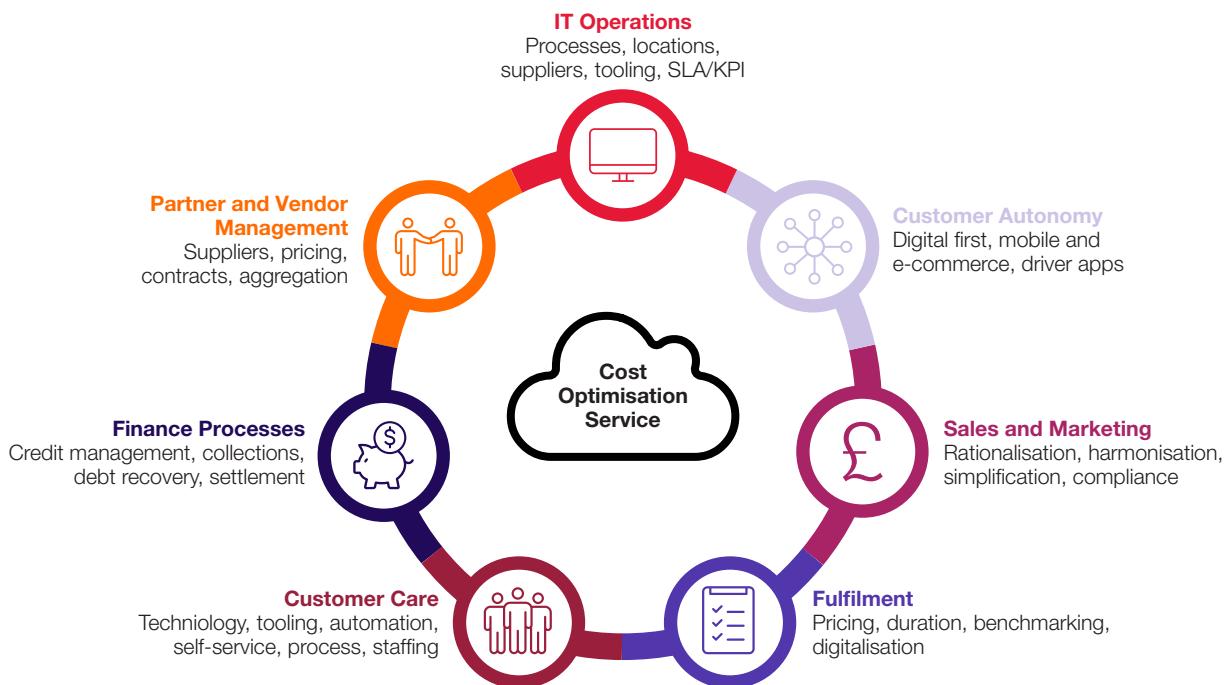
Through over 25 years of transforming and operating fleet IT landscapes, we have built a framework to identify and deliver cost reduction and operational efficiencies. We have a tried and tested end to end methodology using proven investigative techniques supported by in-depth industry understanding to find these cost optimisation targets. Once this is done, it must be followed up with the appropriate skills and knowledge to carry out the changes that allow the cost savings to be made.

Our approach

We use a structured approach derived from the process optimisation principles of Lean 6 Sigma to identify and realise significant cost savings. Our programme follows two key steps.

- **Initial analysis stage** – through workshops and value analysis techniques, we collaborate to generate cost savings ideas
- **Creation of a defined programme of work** – after the ideas are jointly examined and developed, a schedule of work is produced. Some ideas will be very easy to implement, while others will require larger changes including business process change

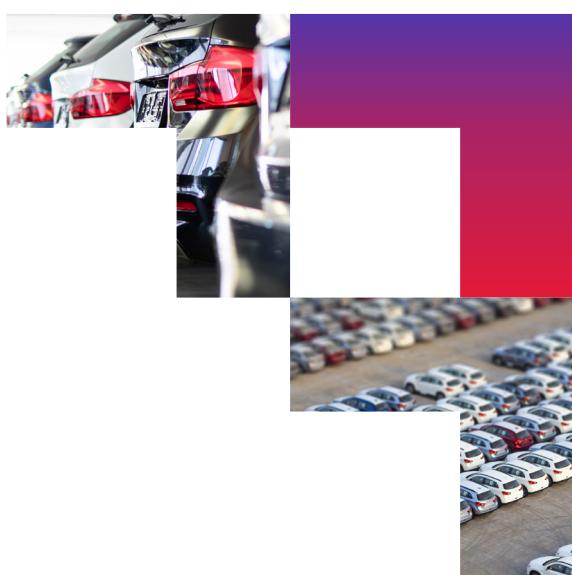
This phased approach allows benefits to be achieved in the shortest possible time rather than waiting until all the investigation and analysis has been completed. No single approach or technique will be universally applicable across all parts of the business and many different skills will be required to achieve the end goal of significant cost saving.



Benefits

Sophisticated customer offers and highly complex IT landscapes can result in a higher cost to serve compared to other similar industries. Reducing costs with efficient systems and processes is key to unlocking investment for growth opportunities.

Cost optimisation is hard to do piecemeal but using a systematic approach, significant improvements in operational efficiency and a reduction in running costs can be achieved. As we look forward, a streamlined and cost optimised organisation will be required to meet the changes that are happening in the fleet sector business.



Why CGI

- Delivering complex industry solutions and services to energy organisations globally for over 30 years including supermajors in Europe and North America
- Over \$170bln in fuel transactions processed each year through our fleet systems
- Strong ecosystem partnerships including AWS, Microsoft and Salesforce to ensure the right solutions for your organisation
- 650 members worldwide working to support our fleet customers
- We deliver an end-to-end fuel payments system that enables Shell's customers to manage their commercial fleets across the world.

Find out more about how CGI is helping organisations drive the future of fleet services at
<https://www.cgi.com/uk/en-gb/oil-and-gas/fleet-services>