



Working with you,
for your customers

Call us on:

0845 6435661



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About ISG



Think all Fleet Management Companies are the same?

Think again!

ISG Fleet is a boutique fleet management company that is able to offer cost effective bespoke solutions across a wide range of services. We work closely with a carefully selected group of supply partners that enables ISG Fleet to provide a highly efficient national backup to fleets of all types.

It's the way we provide these services that makes us different. We believe in being open with all our customers and partners. We make our business arrangements as transparent as possible in the belief that trust will bring us valuable customers and long-lasting relationships. Since we formed the business in 2009 we have worked closely with our clients to develop tailored services that meet their needs. ISG Fleet has demonstrated an ability to deliver totally flexible products for our broad base of clients. This unique and flexible approach in a sector dominated by large and inflexible service providers has allowed ISG Fleet to grow significantly over the last 5 years. All of our business growth has come through client recommendation. If you have a fleet management requirement of any type and want to deal with a business that cares about long term relationships then contact ISG Fleet.

ISG Fleet – “large enough to cope – small enough to care”





Accident Management



FNOL Services

- Phone call – all details obtained and recorded on ISG bespoke system
- Claim details emailed – once we have taken incident details from the driver ISG auto email the details to the broker/fleet manager. Within minutes we appoint services
- Online claims portal – all claim details can be submitted on our online system and we will action within 15 minutes
- iPhone app – claim details will be captured and actioned within 15 minutes

Roadside Recovery

- National and Local approved recovery agents
- Recovery within the hour in most cases
- Client can be recovered to home address and vehicle to repairers

Repair Network

- Bodyshops covering all the UK
- PAS 125 British standards
- Manufacturer approvals
- Free Collection and Delivery
- Regularly monitored
- Fast efficient and friendly service
- Mobile repairs where possible

Engineering Services

- Our team of engineers will authorise repairs usually within 24 hours

Replacement Vehicles

- In the event of a fault claim our repairers will be able to supply a class A vehicle
- Non-fault claims we are able to supply a like-for-like replacement free of charge
- Replacement vehicles supplied within 4 hours in most cases
- Our repairers will collect and delivery your vehicle free of charge at a time to suit you

Warranties

- All paint, labour and body work is covered by a 3 year warranty





Vehicle Maintenance



Tyres

- We can deal with Cars, Vans, 4x4, forklifts, HGVs, agricultural and more
- More than 2800 mobile service vehicles
- Roadside support available
- Support provided 24 hours a day 7 days a week
- UK and European cover provided
- Monthly site inspections available

Glass

- National Coverage
- Same day emergency repairs
- Repair work arranged within the hour
- Direct billing with insurers

Service Booking and MOT

- All repairs billed at fleet national pricing
- Courtesy vehicles provided, vans are available in most areas
- Genuine manufacturer parts used
- Warranty work arranged and monitored
- Vehicle history maintained electronically

Breakdown, Roadside assistance

- Operative out to vehicle within the hour
- Aim to fix all repairs at roadside where safe to do so
- Recovery to repair facility and or home/business
- Local, friendly agents

Analysis of fleet data

- A comprehensive suite of key management data available from our on-line Vision portal
- ISG is also able to provide bespoke reporting to meet clients specific requirements
- Basically, if the information is recorded in a data field we can report on it

A large, semi-transparent watermark of the ISG logo is overlaid on the bottom left portion of the page. The letters 'ISG' are in a light pink color, and the circular swoosh is in a light purple color.



Fleet Admin



- Road fund licences processed
- We can check your driver's licence at intervals you wish, so you can make sure drivers are not disqualified.
- 97% of results available on-line within 24 hours
- Immediate "phone checking" available
- Motor Insurance Database updated when you take on new fleet vehicles, hire vehicles or de fleet vehicles





Risk Management



- We can assist you with driver training leading to savings in repair costs and insurance premiums
- Fleet operation reviews to enable us to locate problem areas within the fleet
- Help work towards lower premiums
- Grey Fleet Management – ensuring employers are compliant and meet legislative requirements





Funding Advice



- ISG work closely with selected partners to provide a comprehensive suite of fleet funding solutions
- Working closely with our partner, Employee Car Ownership Solutions Ltd we are committed to delivering the very best solutions for ISG clients
- The average saving per car, per annum, for clients who already have an Employee Car Ownership Scheme is £750 per car per annum
- For clients where Employee Car Ownership Schemes are not appropriate we save an average of £350 per year compared to contract hire and even more compared to outright purchase
- Clients include some of the world's largest companies
- Subject to Non-Compete Agreements clients can often stay with their existing choice of funder meaning minimal change for maximum results
- Employee Car Ownership Limited are now recognised as leaders in the field of Employee Car Ownership (ECO). First Generation ECO schemes offered by several leasing companies and Cash Allowances are well established but Employee Car Ownership Limited are responsible for a number of innovations that have dramatically increased the benefit our clients receive from such schemes
- Employee Car Ownership Limited have worked exclusively in this field since 1998 and as each employer is seeking to achieve a different solution have gained considerable knowledge that has enabled us to develop the very latest generation schemes
- ISG and Employee Car Ownership Limited are totally independent and in the last twelve months have saved our clients many millions of pounds whilst often retaining the current supplier
- We are happy to work with any funder subject to non-compete agreements or with clients own funds
- We are also completely independent and are happy to work with any motor manufacturer



Legal Services

- We can assist in uninsured loss recovery
- Our team of personal injury specialists will endeavour to get the best possible settlement from the at fault party without excessive costs to the at fault party
- We adopt an ethical approach to personal injury claims to ensure a fair outcome for all parties





Supply Partners



Accident Repair Centres

- PAS125 Accreditation proves the quality of repairers we insist on using
- Manufacturer approvals held by most of our network
- Manufacturer processes adhered to ensuring your vehicle is the same as it was before the incident
- Genuine manufacturer parts used to maintain any manufacturer warranty on the vehicle
- Friendly and efficient service
- Collection and delivery service provided for convenience
- Courtesy vehicles provided and where needed vans can be supplied
- Local independent body shops with nationwide coverage
- Repair updates available on on-line portal
- All work guaranteed under a 3 year warranty

Service Centres

- Manufacturer approved to maintain warranties
- Genuine parts used
- Fleet national pricing to ensure no excessive costs
- Collection and delivery to keep your fleet moving as smoothly as possible
- Courtesy vehicles provided, vans where required

Hire Vehicles

- All vehicles catered for hatchbacks, estates, automatics, dual control, prestige, vans, HGV's any specialist vehicles
- Cars and vans delivered within 4 hours – specialist vehicles within 24 hours
- Credit Hire facilities available for all types of vehicles
- Costs controlled so no unnecessary large bills to third parties costing the industry as a whole
- Friendly, efficient and ethical

Glass Repairs

- Professionally qualified technicians
- More than 800 mobile fitters
- Over 100 branches nationwide
- Can deal with car, van, HGV and agricultural vehicles
- Work organised within the hour

Fast Fit Centres

- Mobile repairs for convenience
- Can be done whilst at work
- No need to take your vehicle to a workshop
- Effective and convenient



Testimonials

A large, light-colored graphic of the ISG logo is centered on the page. It consists of the letters 'ISG' in a light pink or purple hue, surrounded by a large, stylized speech bubble shape in the same color. The background of the page is a gradient of light purple and pink.

ISG

“

ISG have managed our vehicle accident claims for 5 years – the team have a great attitude to customer service and have helped us to significantly reduce our vehicle down time. On the back of this great service we have now passed the management of service, maintenance and repair to ISG. The early signs are very positive and I am confident based on this experience we will realise material savings over the year. I wouldn't hesitate to recommend Veronica and her business to anyone involved in operating vehicle fleets.

Stuart Wiseman - Fleet & Transport Manager Yorkshire Housing Association

”

“

ISG apply a logical and experienced approach to incident handling which has allowed us to apply a simple, one stop, method, to vehicle accidents and breakdowns. I have worked closely with Veronica to increase our reporting efficiency, reduce the reporting time and to actively seek to reduce the costs of claims.

ISG's Vision reporting system provides me with up to the minute records of all our incidents when I need it and the standard reports provide the instant review data key to fleet management. ISG has become an integral part of my management information system.

I wouldn't hesitate to recommend Veronica and the team at ISG.

Mel Bray – Director Barrett Steel Ltd

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