



# Europcar: Balancing sustainability and efficiency for effective business mobility



**E**uropcar aims to be the partner to support fleet professionals as they navigate economic and sustainability demands, by delivering the right mobility solution at the right time, every time.

With a clear vision to help businesses reduce their carbon footprint, our flexible rental solutions go to the heart of vehicle usership, all backed by a high level of customer service.

Highly focused on the changing dynamics of the commercial and environmental landscape, Europcar's mobility solutions are underpinned by a fleet comprising a wide choice of young vehicles across petrol, diesel and electric.

And with flexibility at the heart of our services, our strong UK network means vehicles are available either for pick up or via our delivery and collection service.

#### Responding to business needs

The role of a good mobility provider should be all about smoothing every aspect of the customer experience by always listening to what a business needs. Europcar does that through the practical application of technology, combined with employee expertise achieved through a sustained commitment to training. Europcar Account Managers work alongside fleet, operations and

customer service colleagues to address every fleet manager's business mobility needs with fit-for-purpose solutions.

#### Delivering certainty

Our connected vehicle strategy – 99% of our UK fleet is now 'connected' – plays a huge role in enhancing the customer experience, delivering business-critical certainty.

We know whether vehicles are ready for collection and are situated at the intended pick-up point which enables us to take a more proactive approach, avoiding wasted collections.

Our market-leading delivery and collection app provides the vital transparency about vehicle condition, mileage and fuel to help fleet professionals manage costs. And our game-changing Assistance web tool takes the pressure off fleet departments by providing drivers with easy-to-access incident support, breakdown assistance and a wealth of vehicle-specific data.

#### The right partner for the sustainability journey

Europcar is also heavily focused on helping fleet managers on their sustainability journey. Our young fleet means we can offer compliant solutions for travelling in the growing number of

Clean Air Zones (CAZs) and Ultra-Low Emission Zones (ULEVs).

And for businesses that want to start to move to zero, we provide 'real world' electric experiences, supported by an evolving electric car and van fleet and an electrified network.

Available for a minimum of three months with no upfront deposit and commitment-free, Flex from Europcar for EV includes comprehensive vehicle handover, charging instructions support, charging cables and CO<sub>2</sub> insight.

A range of online interactive tools also helps drivers on their electric journey. The Europcar Digital EV Guide provides a wealth of intel on the electric cars and vans on the Europcar fleet.

The EV Knowledge Hub answers many of the questions EV-newbies have. And our partnership with Zapmap provides a UK-wide map of electric car charging points to help drivers locate and navigate to their nearest source.

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