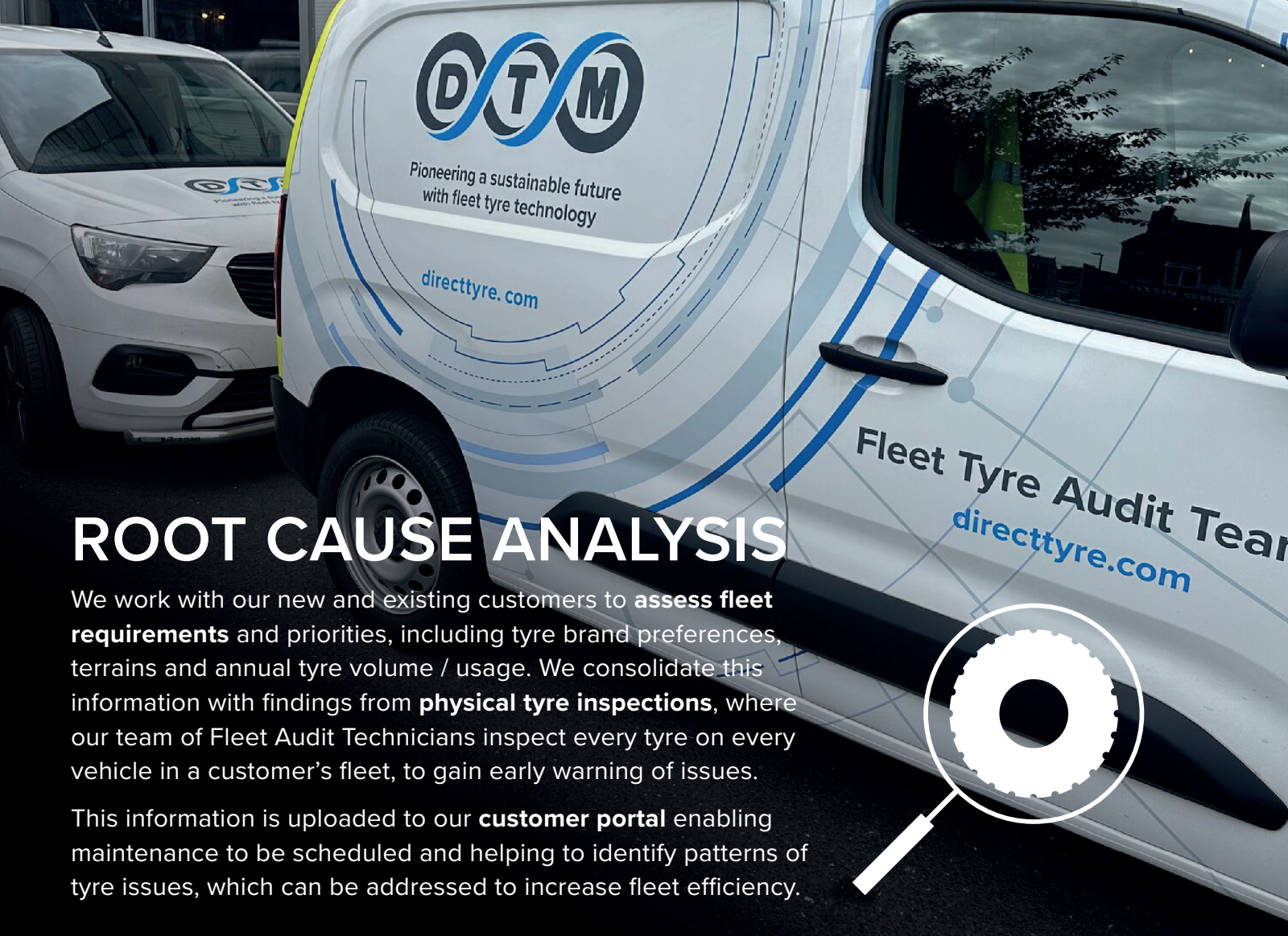


AN INSIGHT DRIVEN PROACTIVE APPROACH

Our tyre management processes are finely tuned to provide the **highest service levels** tailored to meet each customer's **specific operational needs**.



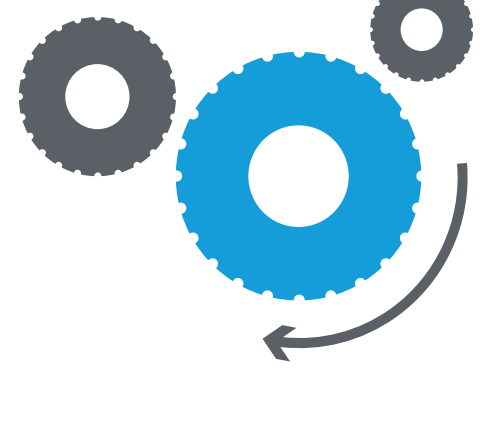
ROOT CAUSE ANALYSIS

We work with our new and existing customers to **assess fleet requirements** and priorities, including tyre brand preferences, terrains and annual tyre volume / usage. We consolidate this information with findings from **physical tyre inspections**, where our team of Fleet Audit Technicians inspect every tyre on every vehicle in a customer's fleet, to gain early warning of issues.

This information is uploaded to our **customer portal** enabling maintenance to be scheduled and helping to identify patterns of tyre issues, which can be addressed to increase fleet efficiency.

BESPOKE FITMENT SOLUTION

Working closely with our fleet operator customers to ensure that tyre solutions are tailored to meet vehicle type and task. DTM are manufacturer independent and will recommend the **best tyre for the purpose**. We regularly conduct trials on different manufacturer's tyres for our customers, to review suitability.



CHANNEL OF CHOICE HERE WHEN YOU NEED US 24/7/365

We provide a range of different contact channels for our customers to choose from, including online booking portals, mobile apps and our **24/7/365** Blackpool-based call agents. Customers can decide the most appropriate channel for their contact with us.



Availability of our online portal is encouraging a more proactive approach to scheduling tyre maintenance from fleet operators.

TAILORED DRIVER TRAINING SESSIONS

By identifying and reducing any issues with driver training, unnecessary tyre damage can be reduced, which makes drivers and other road users safer, and **reduces the number of tyres used**.



TYRE MAINTENANCE ALIGNED TO YOUR LOCATIONS

A review of customer depots / locations is carried out, with geographical areas aligned to our Network Partners. This ensures that via our **2,400+ Certified Service Providers** throughout the UK and Europe are ready and positioned to attend on-site call-outs, or provide **road-side assistance** whenever they're required.

Available via DTM as a single point of contact, our Certified Network Partners are integrated into DTM's live systems so that real-time updates and full visibility of all service actions is accessible via the customer portal.



ENVIRONMENTAL IMPACT TYRE RECYCLING & RE-USE

Our ESG Strategy is at the forefront of all our decision making. Through efficient proactive tyre maintenance, wastage of nearly new tyres can be avoided. Tyres can be repaired and the tyre life prolonged, which reduces operating costs and lessens the environmental impact.

When a tyre does reach the end of its useful life, our partnership with industry specialists to streamline the casing collection process and maximise recycling reduces environmental impact.



REPORTING & REVIEWS

Reporting requirements are defined and tailored to meet the needs of each customer. Through insight from portal data, we can ensure that we can identify patterns in fleet tyre management activities and take remedial action where required. Customers are discovering that data available from the customer portal, including analysis of jobs by vehicle; depot; location; remedial action; number of tyres used, and spend; is extensive and invaluable in informing their ongoing fleet strategy.

Full visibility of tyre management data is invaluable as part of evidencing fleet compliance.



To find out how we can support your fleet strategy and sustainability goals contact: enquiries@directtyre.com

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