

Supporting large and complex **Mission Critical** fleets.

A photograph of a long line of blue delivery vans parked in a lot, viewed from a low angle. The sky is overcast. Two white geometric lines, a triangle and a rectangle, are overlaid on the image, framing the text below.

Mission Critical is Ayvens' solution for complex fleets requiring high vehicle availability. By managing uptime, compliance, and risk, it enables fleet managers to focus on safety and operations.

Fleets face significant challenges in managing large, complex fleets operating across LCVs, HGVs and plant machinery. Maintaining high vehicle availability, controlling cost, meeting strict compliance requirements and coordinating multiple assets and suppliers all place increasing pressure on fleet teams.

Mission Critical addresses these challenges through specialist expertise, integrated digital tools and a unified approach across Contract Delivery, Account Management, Customer Services and Operations. By helping to reduce downtime (VOR), supporting compliance and providing real-time insight, Mission Critical helps fleets lower operating costs and ensures your fleet stays operational.

Providing fleet operators
real-time visibility
into performance,
compliance, upcoming
tasks, and required
actions.



Greater control and assurance with live fleet and compliance data.

Three pillars of delivery:

1

Resourcing

Mission Critical is delivered by a wider specialist team covering maintenance planning, compliance management, field engineering and network coordination. This team is supported by a Critical Operations Manager (COM), who acts as a single point of accountability, overseeing maintenance activity, managing vehicle off-road (VOR) events, coordinating suppliers to maintain mobility, and providing regular operational updates.

2

Systems

Systems are centred on the UpTime Portal, giving fleet managers and the COM 24/7 access to live fleet data. The platform consolidates maintenance, compliance and utilisation information, enabling proactive scheduling, helping to reduce vehicle off-road time by combining planned and unplanned work, and real-time visibility of VOR, compliance records and telemetry.

3

Data insights

Our data insights use advanced reporting to deliver clear, actionable visibility of VOR cases, upcoming activity, high-cost assets and compliance status. Weekly reporting supports faster, more confident, data-led decisions and helps identify risks early.

Mission Critical for large and complex fleets can provide:

✓ Tailored maintenance and compliance program

Supported by a specialist and flexible repair network aligned with your fleet policy and operational needs, ensuring maintenance is efficient, compliant, and minimises disruption to your operations.

✓ Pro-active, comprehensive maintenance and compliance management

For all asset types, including Plant and HGV where applicable. Helping you reduce risk, avoid penalties, and keep vehicles reliably operational.

✓ Plant and HGV maintenance management

Specialised oversight to maximise uptime and extend the lifecycle of your heavier and specialised assets.

✓ Pro-active compliance notifications

Including servicing, MOT, and other regulatory requirements, to help you maintain regulatory compliance and meet critical deadlines.

✓ Real-time VOR status notifications

Keep informed about vehicle repair progress and availability, helping you to plan effectively and reduce unexpected downtime.

✓ Uptime management focused on maximising fleet availability

Monitoring repair timelines, managing progress checks, and escalating issues promptly, helping your fleet to stay operational and productive.

✓ Critical Operations Manager

A technically qualified fleet professional will act as your virtual Fleet Manager, ensuring compliance and availability within agreed parameters, providing a single point of accountability for fleet performance.

✓ Dedicated Account Management team

Overseeing Ayvens' service delivery and addressing both the strategic and tactical needs of your fleet, helping you to meet your objectives efficiently.

✓ Real-time monitoring and visibility of live rentals, accidents, VOR cases, and asset utilisation

Offering actionable insights to help you optimise fleet usage, improve safety, and control costs.

✓ Self-serve reporting portals

Providing visibility of fleet activity, spend, orders, fines, accidents, utilisation, VOR, and compliance, empowering you to make data-driven decisions quickly.

✓ Bespoke operational reporting

Including detailed fleet and driver insights, helping you identify trends and opportunities for improvement.

✓ Comprehensive driver support

Covering queries, assistance during stressful events, and provision of rental vehicles when needed, helping to enhance driver satisfaction and minimising operational disruptions.

✓ Planning and optimisation of fleet maintenance activity

Booking scheduled work in line with customers' planned dates or OEM/legislative guidance whilst actively combining and managing any unscheduled work helping to minimise VOR downtime.

✓ Robust Service Charter

With clearly defined SLAs and KPIs, setting transparent expectations and ensuring consistent service quality.

✓ Customisable invoicing

Flexible billing options that simplify financial management and align with your accounting processes.

For more information, please email newbusiness@ayvens.com

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