



## Silvey Fuel Card

# NSL Services

As the UK's largest parking enforcement agency working with over 60 councils across the UK, NSL operate a large mixed fleet of vehicles from over 250 bases.

They are regarded as an innovative leader within parking management having introduced many technical advances to support both the enforcing agent and the end user.

### The Challenge

NSL used a variety of fuel cards, so were looking to work with one fuel card partner who could help them rationalise the number of cards used by their 4,000 operatives. Most importantly, they wanted accurate, up to date reporting to help them track usage, by vehicle and by driver, to be able to monitor savings.



Using Silvey fuel cards makes my job easier. The setup is straight forward and easy, even in my absence others can order fuel cards. I really value the fact that Silvey will send a confirmation of any order, so I can keep track of any request."

Monika Chowdhury - NSL Services

### The Solution

Following a detailed discussion with NCL's procurement team, the team at Silvey researched which cards would be best for each of their regions and the vehicles driven. Rather than using just one fuel card network across NCL's fleet, Silvey Fuel Cards recommended several fuel cards.

The initial benefit of moving to these new fuel card networks saw a 90 per cent increase in the number of petrol stations the drivers found in their immediate areas. Whilst drivers of the larger high sided vehicles were equally pleased to be able to refuel at more stations with bigger height restrictions.



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### Benefits of using Silvey Fuel cards

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Using Silvey Fuel Cards' online portal, the team at NSL can all view real time data and even log cards as stolen, order new cards or update vehicle registrations. This ability to track and even change details has streamlined the administration of the scheme.

Once a month Silvey Fuel Cards will send a short summary about the fuel card usage and include up to date information in a fuller report. Using this data NSL has been able review the cost of the entire fleet's fuel and to produce reports for the board to outline where savings have been made.

### What do you value most?

Prior to switching to Silvey's fuel card network NSL found it was difficult to keep track of all the fuel cards the company was using. Silvey's level of reporting has helped site managers since they too can see where a driver has used a premium fuel. This in turn leads to a swifter education of drivers to help lower the overall spend on fuel.

NSL administration team has equally been impressed at the level of customer service from the fuel card team at Silvey. They have always received a prompt response to any queries and have the utmost faith that things will get done quickly.

Likewise, the drivers have reported excellent after care. Occasionally where a driver has encountered an issue with their fuel card, the team at Silvey are quick to resolve this issue. Which invariably occurs when a driver enters the wrong pin number at the terminal. If the issue prevents the driver from drawing fuel, Silvey will allow the purchase to proceed via a 'no means to pay form'.

**For further information  
call us on 01454 333022**