



# Leasedrive delivers world-class vehicle management.

Fleet management company drives improvements to customer service with Adobe Sign.



“By integrating Adobe Sign, we continue to improve our service and employee productivity by speeding up the vehicle order process and minimizing the administrative support needed at our clients.”

*Paul Newman, Head of IT, Leasedrive*

## SOLUTION

Adobe Document Cloud  
• Adobe Sign

## RESULTS



**OUTSTANDING SERVICE**  
Improved customer service by accelerating the speed of contract completion and vehicle delivery



**REDUCED COSTS**  
Achieved significant return on investment by eliminating printing and postage costs on more than 10,000 orders annually



**BOOSTED PRODUCTIVITY**  
Reduced errors and improved employee productivity, allowing more time to be spent on core business activities



**INTEGRATION**  
Integrated Adobe Sign with existing web-based quoting and ordering system, accelerating the ordering process

## Leasedrive

Established in 1983

Berkshire, United Kingdom

[www.leasedrive.com](http://www.leasedrive.com)

### CHALLENGES

- Improve customer service by streamlining contract completion and vehicle delivery
- Reduce costs associated with manual, paper processes
- Increase accuracy of information and efficiency for employees

### SOLUTION AT A GLANCE

- Adobe Document Cloud
- Adobe Sign

For more information

[www.adobe.com/go/dc-enterprise](http://www.adobe.com/go/dc-enterprise)



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## World-class vehicle management services

Leasedrive offers blue chip clients the highest quality fleet management service and is one of the largest short-term rental management companies with access to more than 228,000 vehicles in the United Kingdom.

Leasedrive saw an opportunity to improve its existing award-winning, online fleet management system by using Adobe Sign, an Adobe Document Cloud solution.

"We have won numerous awards for outstanding customer service and systems," says Paul Newman, Head of IT at Leasedrive. "By integrating Adobe Sign, we continue to improve our service and employee productivity by speeding up the vehicle order process and minimizing the administrative support needed at our clients. The delay and hassle of signing hard copy forms and sending them on is now a thing of the past."

### Fast and open procurement workflow

Vehicle procurement agreements can reach up to 60 pages depending on the client requirements. Previously, Leasedrive customer service representatives would print and mail each packet to the client for approvals, which require an average of three signatures per contract. "Adobe Sign eliminates delays created from mailing and passing the paperwork, enabling us to put the keys in the hands of our customers faster," says Newman.

Adobe Sign helps Leasedrive boost customer service with improved visibility into the process. The Adobe solution empowers customers to check the status of procurement documents at every stage, increasing customer confidence. "Adobe Sign supports our goal of delivering an end-to-end electronic process for our customers," says Newman.

One of the most important technical requirements for Leasedrive was the ability to integrate the Adobe solution with existing in-house applications. Adobe Document Cloud provides rich APIs with a solid developer pack that helped Leasedrive integrate the software smoothly.

Adobe Sign has enhanced Leasedrive customer service by dramatically shortening the order and delivery process. The company plans to expand the use of Adobe Sign to other contract areas including the funding process. "Leasedrive expects significant return on investment by implementing Adobe Sign and eliminating printing and postage costs on more than 10,000 orders per year," says Newman.