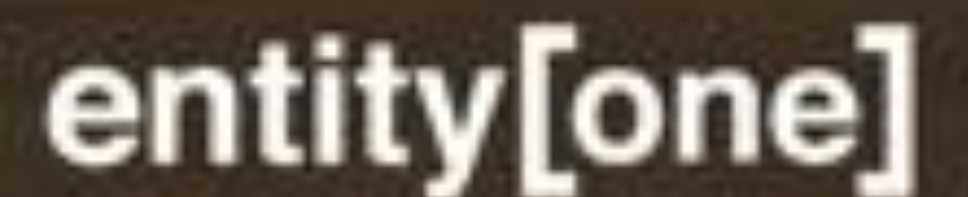
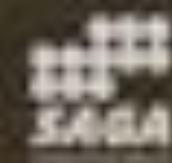
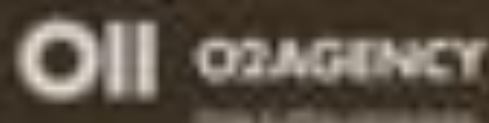
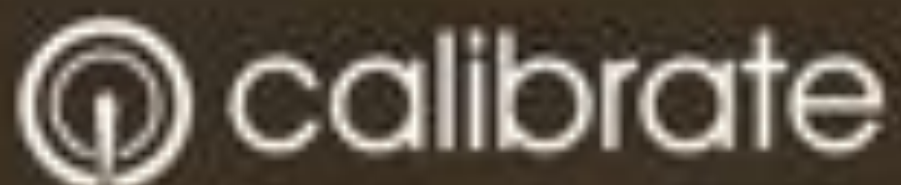


LEASEPLAN BUSINESS CASE



Who is calibrate?

- Drupal agency since 2004
- Platinum sponsor DrupalCamp Ghent
- Part of the Cronos group
- Offices in Ghent, Edegem and Leuven

@Calibrators



Stefaan Ellebaut
Project Manager



Kris Booghmans
Senior Developer

Who is *LeasePlan* ?

- Pioneer in leasing and fleet management
- Fleet of over 50.000 vehicles
- Subsidiary of LeasePlan Corporation
- Member of Renta
- Active in 30 countries

@LeasePlanBE



The project



LeasePlan.be

- Responsive design

MyLeasePlan

- Tuned to different target audiences

LeasePlan.BE

MyLeasePlan





It's easier to leaseplan

Menu - Our approach News Contact **My LeasePlan**



Fleet -20 vehicles

Quotations that take account of your needs and your budget.



Fleet +20 vehicles

From purely financing to complete Fleet Outsourcing.



Commercial vehicles

Solutions in line with the logistics of your organisation.



Second hand vehicles

Discover pre-owned cars that meet the highest quality requirements.



Drivers

Everything you always wanted to know about your lease car and a lot more besides.

Order your leasing car **now** and benefit from **exceptional rates!**

HOT DEALS!



VOLVO V60

Starting from €458/month



CITROËN C4 GRAND PICASSO

Starting from €377/month

Discover our promotions
Ask for your quotation now!



24 Need assistance?

Call LeasePlan Driver Services on +32-78-150 600 or on +32-3-722 60 00 if you are calling from abroad

Insights



Damage caused by hailstorm? With LeasePlan, you're in good hands.

21. 18 June 2014 - 13:40

Violent hailstorms have affected many regions during the Whitst weekend. Besides bodyswork damage, many car windows were

LeasePlan repays last tranche of government guaranteed funding

21. 22 May 2014 - 07:45

[Read more](#)

New carbon dioxide coefficient for taxable benefit in blind



Insights

Second hand vehicles

[Discover the wide range of vehicles on offer](#)

Public sector

[Continue reading](#)

Consultancy services

[Continue reading](#)

feedback



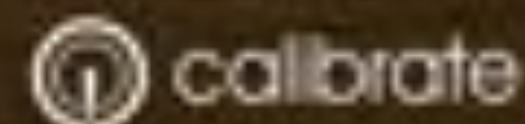
Interested? Call us +32 2 722 62 11



Need assistance? Call Driver Services +32 78 150 600

MENU

- Fleet -20 vehicles
- Fleet +20 vehicles
- Commercial vehicles
- Second hand cars
- Drivers



It's easier to leaseplan

Drivers

LeasePlan
It's easier to lease

Menu | Our approach | News | Contact | My LeasePlan

My LeasePlan

Return to fleet

Home | My car | Fuel | Maintenance

Welcome to My LeasePlan, your trustworthy co-driver

My LeasePlan will guide you through every step in the lifecycle of your company car. You not only get an insight in your car and the contract, it allows you to manage your car and have the wheel firmly in your hands.

Enjoy the ride!

Fuel: Average fuel consumption. Show more

Damages: Total cost in damages for your vehicle. Show more

Fines: Total spent on fines for your vehicle. Show more

Last known mileage: 026195. Show more

- Manage personal data
- Car specs/options
- Services in contract
- Manage fuel card
- Manage expenses
- Book garage maintenance

Fleet managers

LeasePlan
It's easier to lease

Menu - Our approach - News - Contact - **My LeasePlan**

My fleet [View fleet](#)

Home - Fleet - My LeasePlan

Welcome to My LeasePlan, your trustworthy co-driver
Running a fleet is like driving a car: you have to be sharp-eyed at all times, anticipate, look further than the car right before you, leaving My LeasePlan at your hands, whenever you need it and wherever you go, makes the road ahead more comfortable.
Enjoy the ride!

Fines
Average speed in fines for your fleet
[Show more](#)

CO₂ emission
Average CO₂ emission in your fleet
[Show more](#)

My account team
Ingrid Olemans
Account manager
[ingrid.olemans@leaseplan.nl](#)
Ann Van Esper
Account manager
[ann.van.esper@leaseplan.nl](#)
Anthony Goossens
Commercial vehicle partner
[anthony.goossens@leaseplan.nl](#)
Agnes Verhulst
Sales officer

- Manage personal data
- Fleet dashboard & overview
- Invoice overview

Garages

Appointments

Manage maintenance and repair appointments for your car

Scheduled appointments

You have no scheduled appointments.
Schedule a new appointment

Address
Avenue des Scarabées 1, 1000 BRUSSEL, BELGIUM

Date

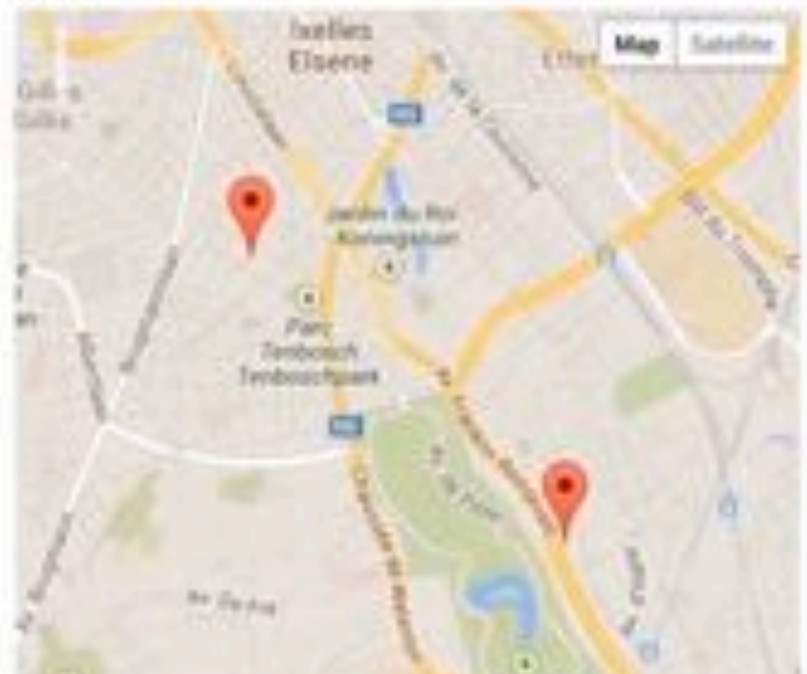
December 2013							January 2014							
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	
						1				1	2	3	4	5
2	3	4	5	6	7	8	6	7	8	9	10	11	12	
9	10	11	12	13	14	15	13	14	15	16	17	18	19	
16	17	18	19	20	21	22	20	21	22	23	24	25	26	
23	24	25	26	27	28	29	27	28	29	30	31			
30	31													

Services

Free Wi-Fi

Pickup and delivery

Supplier



- Manage personal data
- Manage service appointments

Prospects



Since go-live

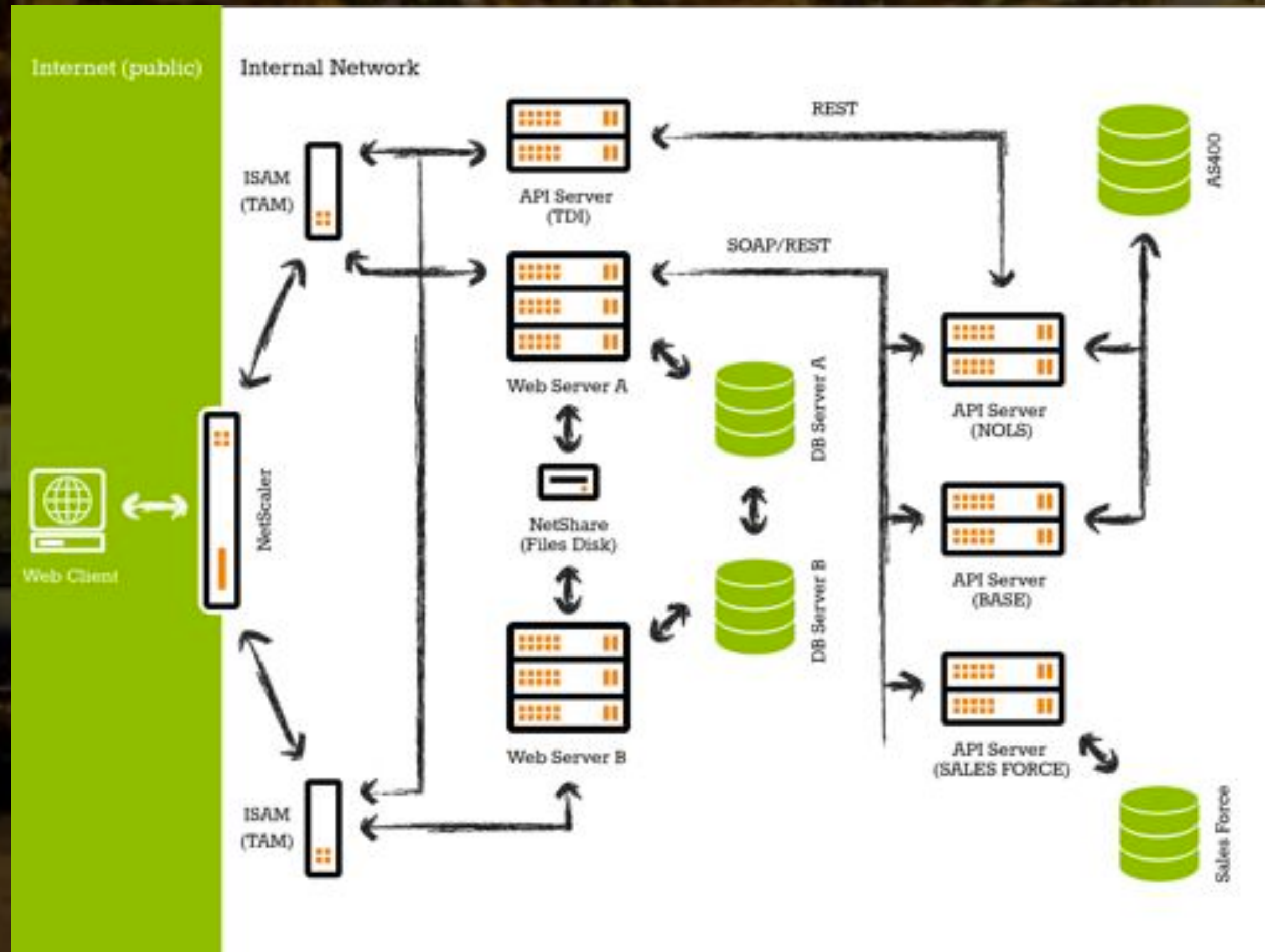
- Invitation: 39,000 drivers & fleet managers + 2,000 garages
- 2014 target: 7,500 active user accounts
- Current state: 11,557 active user accounts (+ 55%)
- 2 to 3 service appointments a day
- Expected 2015: 30 to 35 appointments/day
- 2 severe security attacks since go live, none of them successful

What the customer wanted

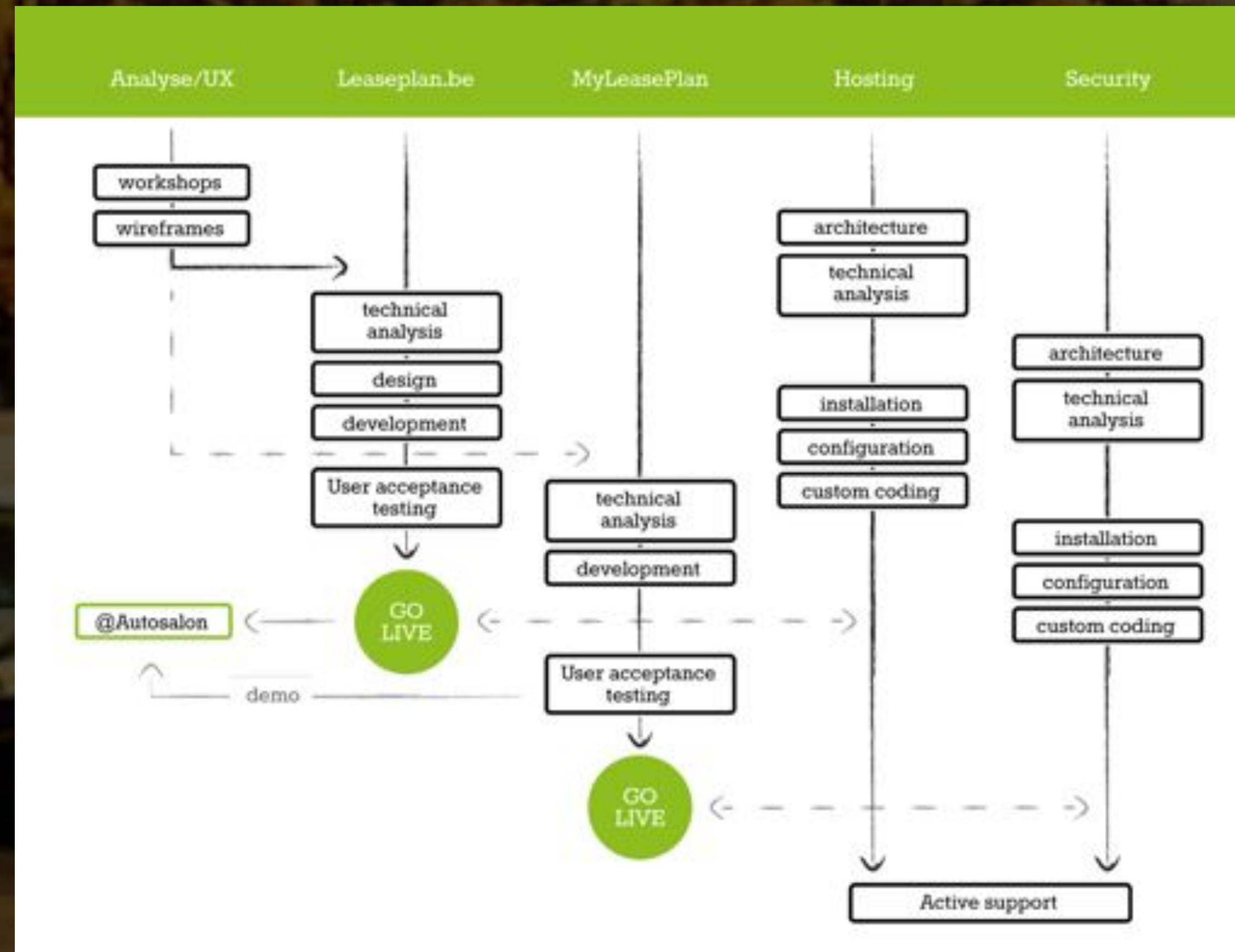
- Full responsiveness
- Super secure
- Scalable
- Flexible
- Integrated with AS400 backend & salesforce.com
- Drupal
- UX
- ISAM7



Technical set-up



The project in 5 tracks



Project data - #mandays

Total: +/- 700 (excl. support)

Detail:

- UX/Analysis: **25**
- Infrastructure: **70**
- ISAM7: **130**
- Design/development: **350** (+85 myLeasePlan phase 2 ongoing)
- Project management: **50**

Project data - #Duration

Leaseplan.be:

- UX: **3 months** Jan '13
- Design: **3 months**
- Development: **3 months**
- Tr / UAT / Finetuning: **6 months**
- GO-Live Autosalon: Jan '14

MyLeasePlan:

- WF/Req: **2 months** Jun '13
- Design: **1 months**
- Development: **6 months** *demo @Autosalon after 4.5 months*
- UAT phases: **4 months**
- GO-Live: May '14

Pitfalls & lessons learned

- Managing
 - Working with a SPOC is essential
 - Democracy vs dictatorship
 - Central collaboration platform
- Team
 - Clearly defined responsibilities
 - Involvement of all parties
 - Dedicated teams
- Architecture
 - 3rd Party release cycles
 - Deployment architecture
 - New business requirements vs current legacy software

Current phase

- Active support infrastructure & IAM
- MyLeasePlan phase 2 agile on site





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QUESTIONS AND ANSWERS

