



Customer Feedback and Case Study



GREYS OF ELY MAKE THEIR COMPLIANCE MARQUE USING TRUTAC'S SOFTWARE ANALYSIS

Greys of Ely, one of the leading coach hire operators in East Anglia, say they have 'raised the compliance bar' since switching to TruTac for their tachograph analysis and compliance-control software.

With over 30 modern coaches in the fleet, including their latest acquisition, an 83-seat luxury double-decker, Greys of Ely provide a wide range of services and contract work for virtually any occasion or requirement. This includes excursions and day-trips from the Witchford, Ely and Newmarket areas to popular destinations throughout the UK.

"Our family started the business in 1946" explains Managing Director, Richard Grey "and from that time until this, we have constantly strived to bring our customers the very best in travel comfort and services. These days, it involves more than just providing the best in coach equipment: we also need to apply the latest vehicle management technology to ensure 100% passenger well-being, fleet efficiency and compliance"



TruTac, the compliance experts, provide Greys of Ely, CPT TachoAnalysis, TruTime and TruLinks API – industry-proven software modules to deliver complete compliance control. The combined systems seamlessly manage digital and analogue tachograph analysis; driver monitoring and debriefing, infringements and working time; online compliance reporting, document storage and several web-based, fully automated tools to ensure tight control across the operation.

“All of these come with online access and full visibility” continues Richard, “which allows us immediate access to real-time information concerning all aspects of the fleet. In turn, the system enables us to set our own KPIs and to benchmark ourselves against the nationally-recognised Earned Recognition scheme - which we regard as the new, minimum standard.”

Furthermore, TruTime keeps a close eye on WTD (Working Time Directive) stipulations and for example, monitors and records everyone’s clocking-in time and start time to make sure that the permitted 15-minute interlude is not exceeded.

“Around 40% of the business is focused on home-to-school work” adds Richard, “so we have a complex mix of EU and domestic rules to manage and adhere too, plus we use a mixture of analogue and digital tachographs across the fleet. To keep the compliance bar raised as high as possible, we apply the most stringent checks and controls across every aspect of the operation and TruTac’s software makes this possible. We find them an easy company to work with and their high standards match those of our own.”

In keeping with the company’s high standards, Greys of Ely is one of the few coach hire businesses in the UK to be accredited as a Coach Marque Operator. This prestigious quality-standard award is given only to those coach operators who adhere to a strict set of criteria and are regularly assessed by an independent third party to ensure compliance with the highest standards of operation.



We are talking... Compliance on a Higher Level!



“ TruTac provide us with CPT TachoAnalysis, TruTime and TruLinks API for digital and analogue tachograph analysis. This includes driver monitoring and debriefing; infringements and working time; online compliance reporting and document storage. Our compliance bar is set to the highest level and TruTac software keeps it there! ”



Richard Grey, Managing Director, Greys of Ely

For further information call us today!
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