Speedy Hire

Improving operational efficiencies with Experian's Aperture Data Studio

Speedy Hire is the UK's leading provider of tools, equipment, and plant hire services, supporting a diverse customer base—from major infrastructure projects like HS2 to DIY enthusiasts. Committed to operational excellence, Speedy Hire identified data quality as a critical enabler for enhanced decision-making and efficiency.

Situation and Challenge

When Speedy Hire first implemented data quality management, they were using an older tool from Experian primarily used for data validation during system migrations. As the tool was reaching its end-of-service life, Speedy Hire needed a more modern solution to handle data quality checks, especially during their migration from their legacy ERP system to Microsoft Dynamics 365.

Additionally, Speedy Hire faced several data quality challenges, including difficulties in tracking the location of hire equipment, errors in contract details, ensuring accurate and complete HR data, and inconsistencies in the application of fuel charges. These challenges highlighted the need for a more robust and modern data quality management solution.

Solution

Speedy Hire adopted Experian's Aperture Data Studio to address these challenges. The solution provided several key functionalities:

- **Migration reconciliation:** Ensured accurate data migration from the legacy ERP system to Microsoft Dynamics 365 by validating data consistency between systems.

- **Stock count management:** By implementing Experian's Aperture Data Studio, Speedy Hire improved the efficiency of their stock count process. They implemented checks to identify and resolve issues with the location of hire equipment, improving inventory management and stock count accuracy.

- **Contract accuracy:** Speedy Hire uses contracts to formalise agreements with their customers and clients for the hire of tools and equipment. Details were manually entered by employees, with contact details, addresses, and other information sometimes entered inaccurately. Errors might be picked up late, so they automated hourly checks to validate contract details, reducing manual input errors and improving data quality using Aperture Data Studio.

- **HR data checks**: Speedy Hire implemented data checks using Experian's Aperture Data Studio to ensure the accuracy and completeness of their HR data. This was particularly important for processes like life assurance, where accurate employee information is crucial. These checks reduced errors, ensured up-to-date, reliable records, supported better decision-making, and enhanced regulatory compliance.

- **Fuel charge validation:** Inconsistent application of fuel charges was leading to revenue losses, so Speedy Hire introduced checks to ensure correct application of fuel charges. By automating these checks, Speedy Hire prevented discrepancies and ensured accurate billing, ultimately protecting their revenue and improving financial accuracy. This automation also reduced the manual effort required to validate fuel charges, freeing up resources for other critical tasks.

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Using Experian's Aperture Data Studio has made a huge difference for us at Speedy Hire. We've seen big improvements in our data quality and efficiency, and the automated checks have cut down on errors and saved us a lot of time. Our stock counts are now super-efficient, and our contract accuracy is up to 99%. Experian's support has been great, and we're excited to keep using Aperture Data Studio across the company. This tool has really helped us become more data-driven and efficient."

Rachael Hawes, Data Quality Manager, Speedy Hire

Results

The implementation of Aperture Data Studio led to significant improvements in data quality and operational efficiency at Speedy Hire:

Stock count efficiency: Streamlined the stock count process to one weekend twice a year, instead of several weeks once a year. Aperture Data Studio's data quality checks provided Speedy Hire with confidence in the assets included in the stock count.

Contract accuracy: Increased data quality to 99%, with automated checks running hourly across all depots and desks instead of taking three hours every day.

Time savings: Reduced the time required for certain manual processes from days to minutes, such as a finance report that now takes 15 minutes instead of 1.5 days. This efficiency gain allowed employees to focus on more strategic tasks.

Scalability: Significantly improved the order validation process. Previously, contracts were manually checked, taking three hours per day and covering only 230 colleagues, with just a few contracts per person. This left no time to verify corrected contracts. Now, with Aperture Data Studio, Speedy Hire ensures the contract accuracy of over 800 colleagues for every order they raise, streamlining the process and enhancing reliability.

Looking ahead

Speedy Hire plans to continue expanding the use of Aperture Data Studio across the company. Future initiatives include rolling out the solution to more teams and departments to further enhance data quality and operational efficiency, exploring the integration of additional data validation solutions such as address and phone number validation to further improve data accuracy, and establishing a centralised data function under a new Data Director to drive the company's data-driven strategy.