



Maximise tyre life, minimise waste

*AN INSIGHT DRIVEN*  
**PRO**  **ACTIVE**  
**APPROACH**  
*TO TYRE MANAGEMENT*



Since 2005, DTM have been taking a proactive approach to fleet tyre management. Using insight from our Customer Portal, and information from customer vehicle inspections, we increase efficiency and safety, whilst reducing tyre waste for our UK and European fleet operator customers.







Our knowledgeable Blackpool-based call agents are on-hand **24/7/365** supported by an extensive network of over **2400 certified Service Partners** to keep vehicles operational when a highly efficient response is what's needed.



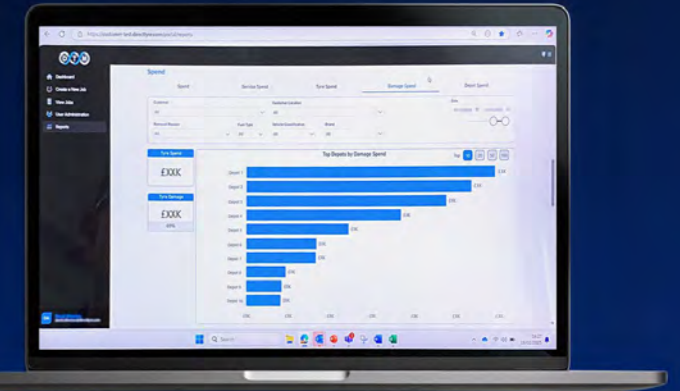


## TOTAL VISIBILITY, WITH A CHANNEL OF CHOICE 24/7/365

DTM's Customer Portal, developed in-house with customer collaboration, is a fully intuitive booking system. Requests can be logged in under a minute with job status tracked through to completion.

Integrated with our network, the system provides a convenient, efficient service with audit trail, giving full visibility at every stage. This allows our call agents to focus on time-critical requests for tyre assistance as and when they're needed.

Reporting has been defined and tailored to meet the needs of our customers. Through portal insight we identify patterns in fleet tyre management activities and take remedial action where required. Customer reports, including analysis of jobs by vehicle, depot, location, maintenance, number of tyres used, and spend, are extensive and invaluable in informing ongoing fleet strategies, and in evidencing compliance.



Our knowledgeable Customer Experience Centre team, based at our Head Office in Blackpool, are available day and night to support your operations teams and drivers when a time-critical response is needed.

Roadside call-outs and repairs are incident managed and live monitored from the first call through to a resolution, with all details integrated into the Customer Portal for full visibility of all actions.





## CERTIFIED SERVICE PARTNER NETWORK VIA A SINGLE POINT OF CONTACT

Our extensive network of 2400 Service Partners means we can promptly send help to the site of an incident as soon as one of our Customer Experience Agents has been informed. Regular quality checks and certified ISO audits ensure that you get the same high DTM standards wherever you are across the UK and Europe.

You can trust our network to quickly get your vehicles operational again. To ensure the availability of the tyres you need, we can place imprest stock at key locations, allowing you to reduce your own stock inventory without the fear of increased downtime.



DTM are manufacturer independent and will recommend the best tyre for the purpose. We regularly conduct trials on different manufacturers' tyres for our customers to review suitability.

Our certified network Partners are integrated into DTM's live systems ensuring updates and service actions can be tracked and have a full audit trail.





## PREVENTATIVE MAINTENANCE TO EXTEND TYRE LIFE

Optimised tyre performance lowers fuel costs, increases vehicle safety and reduces fleet carbon output. By understanding the cause of tyre issues and implementing preventative maintenance, tyre wastage can be reduced.

Regular stringent inspections of customer fleet tyres by our own expert mobile Fleet Audit Team optimises vehicle and tyre safety, performance and lifespan, and can significantly reduce tyre related incidents.



Insight from these inspections also identifies when driver training is advisable. Our Tool Box Talks video and face to face driver training sessions educate drivers on effective safety checks, and how to identify tyre damage to reduce wear and tear.

Tyre husbandry including regrooving, twinning and turning, reduces the number of tyres used and ensures that an otherwise good quality tyre meets its full value.



## PERFORMING TO THE STANDARDS SET BY PACE

As part of our ongoing ESG commitment, we have created a set of internal standards known as PACE, and we work hard to ensure these are met across all areas of our business.

### PEOPLE & CULTURE

Experienced, knowledgeable, inclusive team, crucial to providing our customers with valuable advice and proactive, forward-thinking solutions.

### APPROVED NETWORK

Extensive, high-quality compliant service network, enabling us to minimise vehicle downtime and provide a quick response when assistance is needed.

### ENVIRONMENTAL RESPONSIBILITY

We are committed to an ESG agenda, and building social value to achieve our sustainability goals, whilst supporting customers to achieve this.

### CUSTOMER FOCUS

Delivering a customer focussed approach that builds valued relationships. We provide data and insight which makes our customers safe and compliant, whilst reducing their carbon output.



## ESG STRATEGY

Our ESG strategy is at the forefront of all our decision making. Through efficient proactive tyre maintenance, wastage of nearly new tyres can be avoided. Tyres can be repaired and the tyre life prolonged, which reduces operating costs and lessens the environmental impact.

When a tyre reaches the end of its useful life, our partnership with industry specialists streamlines the casing collection process to maximise the opportunity for tyre recycling, to reduce environmental impact.



**ENVIRONMENTAL**  
Acting responsibly and making environmentally considerate decisions.



**SOCIAL**  
Connecting with integrity with our colleagues, customers, suppliers and communities.



**GOVERNANCE**  
Ensuring actions are structured, maintained, regulated and held accountable.



## WHY CHOOSE US?

### Customer Portal

Invaluable insight and a full audit trail for fleet visibility

### Extensive UK & European Network

Certified service levels through a single point of contact

### Preventative maintenance

Reducing the number of tyres used

### Industry-leading response times 24/7/365

Minimising downtime



### Manufacturer independence

The right tyre for the vehicle and purpose

### Full environmental consideration

Supporting net zero challenges

### Knowledgeable tyre experts

Blackpool-based team and mobile Fleet Auditors





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## TALK TO US ABOUT YOUR FLEET MANAGEMENT GOALS

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