



Europa

Europe Worldwide Group's World Class
Fleet Technology Solution

Case Study



Europa Worldwide Group is a company which truly lives and breathes the values that come with its name.

With 1,300 employees working from 26 locations around the world, Microlise is used by Europa's European road operation, across 10,000 delivery locations – operating 30 HGVs and 500 trailers – can result in around 2,400 deliveries per day. Therefore, it comes as no surprise that their drivers managed to clock up almost 1.8m miles in 2024 alone.

Tracking a fleet of this size, and the management of its drivers, was always going to be a significant challenge, particularly when using several different solutions providers. What Europa needed was a one-stop shop solution; a world class fleet technology solution that could track their assets and manage their drivers cohesively, seamlessly – and with the added sophistication worthy of their world-beating transport services.

Enter Microlise.

The Challenge

Such a vast network calls for a unified solution, and a must-have item on Europa's shopping list. Different platforms were in place for in-cab cameras, tachograph downloads, tracking for trucks, tracking for trailers and sign-on-glass capability. Data and driver information needed to be brought together in a timely way.

Ensuring that their drivers were driving safely was of paramount importance to Europa. In 2023, the amount spent on fault accident pay-outs was £238,000, while in January 2024 idling was costing £900 per month and trucks were averaging 10.77mpg.

Europa also previously used manual systems to cross-check tachograph entries, daily walkaround checks and any infringements. Around 90% of Europa's drivers sat in the High or Very High-risk category for driver performance.

However, despite the more labour-intensive nature of their data collection, Europa was confident in their processes to record infringements, track statuses and plot MOTs and service requirements.



The Results

Europa's operations have been transformed following the adoption of Microlise's HGV & Trailer Tracking, RTD, DPM, Journey Management, SmartPOD, Cameras, Co-Pilot, TBPM, TruAnalysis, TruChecks and TruFleet products. They are now much more proactive in reducing paper and saving on both fuel and time.

SmartPOD's electronic proof of delivery capability has unlocked the power of providing swift delivery status to customers. Europa had committed to 100% Information of Delivery (IOD) status to all 35 partners by 9am the following day which would be no mean feat when relying on several different platforms. To the Microlise ePOD suite, this is achievable in every movement that travels under the platform.

Where previously Europa used their internal transport management system to check drivers' daily performance, they now only use Microlise's Service Execution Board (SEB). Its single interface shows the performance of every route, from early or late arrivals to the full tracking of the shipment, including the proof of delivery. To put it simply, Microlise's product suite is a game-changer for the busy traffic office.

Europa can now see a truck's full journey, its every touchpoint and, if necessary, its camera footage from four separate recording devices. A driver's behaviour when away from base can be reviewed and improvements suggested in the A-G score matrix.

This and the Trutac telematics platform have driven safer driving standards, with 99% of drivers now in the Very Low or Low risk category and the cost of fault accident payouts decreasing by more than 65%. The per truck accident cost went down from £375 before the Microlise suite was implemented to £220. Fuel efficiency has also improved, with the annual average consumption now up to 12.05mpg and idling is now costing £650 per month less. Drivers feel more comfortable knowing that the product suite has got their back.

The reporting element of the suite has been essential in capturing this information, alongside dealing promptly with speeding, working time and driver infringements. To that end, no Europa drivers have been called to attend disciplinary hearings for at least the last six months. One of Europa's drivers was even shortlisted for the Microlise Driver of the Year, making the top 45 from more than 220,000 drivers up and down the country.





99% drivers now in 'low' or 'very low' risk category



Cost of at-fault accidents reduced by **65%**



Per truck accident cost reduced by **41%**



Fuel efficiency increased by **12%**



Idling reduced by **72%**

The View From Europa



Malcolm Castle,
General Manager,
Europa Worldwide




"We searched the marketplace for the product that we knew would be most beneficial for Europa – and it was clear from the outset that Microlise were not only market leaders, they also had everything we could have wanted and more!"

"Our relationship has given us faith in a system that is multi-faceted. Our drivers are doing their job to far higher standards and the margin for error from manually plotting MOTs and services is eliminated. We can make the daily walkaround checks focus on the elements we choose and filter those that need rectifying. Europa Worldwide Group would highly recommend the platform,"





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