

# SERVICES AND SOLUTIONS

Empowering your business





SERVICES AND SOLUTIONS



## SERVICES AND SOLUTIONS

# The power to focus on your core business

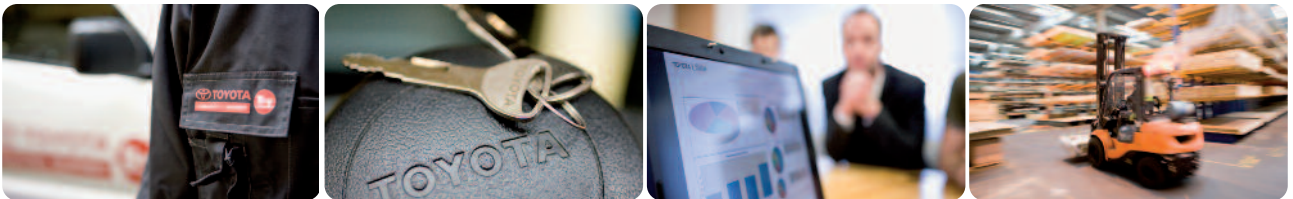
With over 100 years combined experience between the Toyota and BT brands we are proud of our reputation for producing innovative and high-quality materials handling equipment. But our commitment and support for our customers has always extended well beyond the supply of a new truck.

We have grouped together all of these added-value services and solutions under one common theme – ‘Empowering your Business’. Put simply, our approach is to provide you with services and solutions that help you to get the most out of your equipment, while allowing you to get on with what you do best – running your business.

That’s why we work every day to deliver practical services and innovative solutions that produce real, bottom-line benefits for your organisation.

Whether we are supplying a single spare part or helping to manage your entire materials handling fleet, our objective and commitment remains the same – adding value to your operation.

• SERVICE SOLUTIONS • RENTAL SOLUTIONS • TOYOTA I\_SITE • USED TRUCK SOLUTIONS



## Meeting your needs

In today's rapidly evolving business world we understand that your needs will change and that different customers will have different requirements. Whatever your circumstances you can be confident that we will listen carefully to your individual needs and support you with the skills, the people, the resources and the commitment that empowers you to focus on your core business. Some of the ways in which we could support your materials handling operation could include:

- Maintaining your equipment on a Service Contract to maximise uptime and provide operational peace of mind.
- Using our Rental Solutions to free up your capital resources and provide you with the flexibility to react quickly to changes in your activity.

- Giving you the option of purchasing Approved Used Trucks with the same level of confidence as when you buy our new equipment.
- Utilising Toyota I\_Site to obtain valuable fleet information and practical support to deliver cost savings, improved productivity and higher safety standards across your entire fleet.

At Toyota Material Handling we will continue to develop our range of services and solutions to meet your evolving business needs. Not just when the economy is buoyant but also when things are more difficult.

You can rely on us to provide the services and solutions you need – today and tomorrow.





SERVICE SOLUTIONS

## Our commitment is your peace of mind

As you would expect of the world leader in materials handling we are committed to supporting your truck during its entire operational life. That's why we provide a range of high quality Service Solutions tailored to your individual requirements. Whether it's a routine service or the supply of Genuine Toyota and BT Parts; the provision of Driver Training or the delivery of a Service Contract; you can always rely on the same high level of commitment from us, whatever type of Service Solution you require.

## SERVICE SOLUTIONS

# Our commitment – More than just words

Our service commitment is driven by our dedication to continuous improvement or 'Kaizen' – one of the core pillars of the Toyota way of doing business. This approach is demonstrated by our ongoing investment in our service infrastructure – or 'Mobile Service Platform' as we call it. This combines the benefits of technology with a human approach and links you to our global expertise, experience and resources every time we deliver a part or service a truck.

## Service Contracts

Our Service Contracts are all designed to reduce operational risks and help provide you with a trouble-free materials handling operation. This allows you to concentrate on your core business rather than worrying about unexpected breakdowns, scheduling maintenance, ordering parts or managing service engineers.

**There are three levels of Service Contracts to choose from:**

- **Safety inspection**

Designed to keep your trucks operating safely and provide protection for your workforce. This contract ensures that your truck always complies with safety standards set by national laws and regulating bodies.

- **Preventive maintenance**

This contract is an effective way to prevent unplanned downtime and costly repairs as we take responsibility for maintaining your trucks according to a pre-determined plan as well as ensuring that they meet all safety requirements.

- **Full service**

This contract is designed to take care of all your truck maintenance and repair requirements in order to provide you with the highest levels of operational performance and uptime.



## Genuine Toyota and BT parts

We build our trucks using only genuine Toyota and BT parts, so if you want to maintain the built-in quality and reliability of your truck it makes sense to maintain and repair them using exactly the same genuine parts. They will provide you with superior operation as well as preserving the value of your investment over time.

They also deliver the quickest and most reliable repairs, minimising downtime and maintaining the safe operation of your trucks.

## Driver training

A skilled and motivated driver not only offers increased productivity, but will also operate more safely – reducing the risk of damage to stock and equipment – or worse still, injuries to people.

We offer a complete range of training courses outlining the basics of daily safety checks and maintenance routines, as well as covering safe driving practices and operating techniques.





## The truck you need when you need it

Of all the companies that can rent you a forklift truck—why should you rent one from us? The answer starts with our high-quality Toyota and BT products. With more than 100 years combined heritage in these two brands, you can count on the quality, reliability and performance of our equipment, whether you are renting it for a day or for several years.

In addition to renting you the best trucks on the market, our rental solutions are designed to meet your operational and financial requirements while eliminating many of the business risks that come with ownership. And to complete the package we provide customer support that is second to none. For the best trucks, the best service, the best advice and the best back-up, rent from us.

## RENTAL SOLUTIONS

From 1 day to 7 years –  
always flexible,  
always responsive and  
always economical



Our straight-forward objective is to help meet all of your rental requirements; all of the time. We can help you optimise your fleet with anything from a single hand pallet truck to a complete operational fleet, from 1 day to 7 years. We can advise you about combining different rental equipment, different rental periods and different rental plans to provide you with the best overall rental solution.

Also, when you deal with us, you know you are working with a reliable business partner and you will benefit from the global financial resources within the Toyota Industries Group.

This means that the relationship will be directly with us, not with some unknown third-party funder.

### Core Fleet Rental

We have over 70,000 trucks on our Core Fleet Rental plan. As the name suggests, this rental option is designed to meet your core fleet requirements. You can specify the truck exactly to your requirements and obtain a highly competitive rental price by opting for a longer fixed-term rental period of up to 7 years. This rental plan is available on all our Approved used trucks as well as our new trucks.



### Short-term Rental

In today's fast-paced business environment, flexibility is a key requirement. How do you respond quickly to changes in your operating environment or meet urgent requests from your customers?

Our Short-term Rental plan can provide the answer as it gives you the flexibility to quickly adjust the size of your core fleet. Alternatively, you may simply need a truck to meet a specific need for a specific period.

Whatever your circumstances, we can usually help. One call will take care of all your needs and give you access to over 20,000 trucks in our Short-term Rental fleet across Europe. Whether you are an experienced logistics professional or you are new to the world of lift trucks, we will quickly and efficiently deal with your enquiry to ensure that you obtain the best solution for your requirements.



### Payback Rental

This is a specialist rental plan where we buy your existing fleet from you, providing you with a valuable capital injection into your business. We would then take care of all the details and simply rent your trucks back to you for a fixed monthly payment – with our expertise it really can be that simple.



TOYOTA I\_SITE



## Intelligent support

Toyota I\_Site is a unique combination of technology, information, expertise and support that helps you manage the materials handling issues you face every single day. It involves much more than simply providing you some hardware and some data and leaving you to find the answers on your own. Our entire approach to fleet management is based on an intelligent partnership to help you optimise your materials handling operation.



## TOYOTA I\_SITE

# The information and support you need to reduce costs, increase productivity and improve safety

Toyota I\_Site represents a different approach to fleet management that uses data from our service database together with information taken directly from your truck using the latest wireless technology. We then work with you to interpret this wealth of information into practical solutions that deliver valuable cost savings, improved productivity levels and higher safety standards across your whole fleet.

## Practical answers

We understand that running a safe, efficient and cost-effective materials handling operation is no easy task. It requires constant analysis and decision-making to control a whole variety of different costs and operational factors.

- What is my optimum fleet size?
- How can I reduce damage costs?
- Which drivers need additional training?
- How do I control access to my equipment?

You will constantly need answers to these and other questions as your operation changes to meet different customer demands and business goals. That's why Toyota I\_Site is not simply about supplying you with some clever system and some reports about your fleet. Instead, it is an ongoing support programme that will help you analyse this fleet information and provide you with a faster and easier decision-making process.

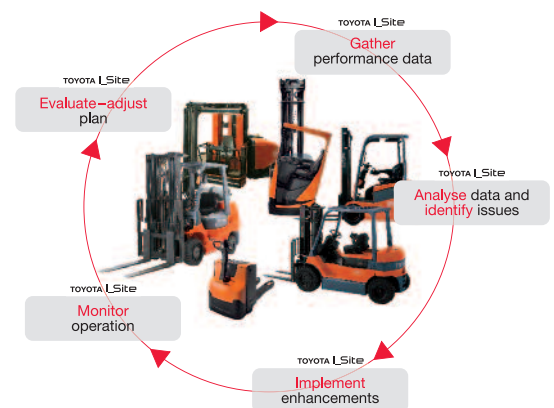
## Empowering your business

In many ways, we see Toyota I\_Site as the 'final piece in the jigsaw'. Of course, each of our services and solutions can play a vital role in bringing added-value to your materials handling operation – but Toyota I\_Site can complete the picture and empower you to focus on running your core business.



## TOYOTA I\_Site

More than fleet management





USED TRUCK SOLUTIONS

## Buy with confidence

As part of the world's leading manufacturer of new forklift trucks we also understand that there are many situations when buying a used truck can provide the best option for your business. It could be that you need a truck immediately but would prefer to own your truck rather than hire one on short-term rental. Or you may only need to use a truck occasionally and so a used truck can represent a good value for money choice.

Even large fleet operators can gain value from used trucks by utilising them to supplement their core fleet and in the process build some flexibility into their operation.



## USED TRUCK SOLUTIONS

# Buy an Approved Used Truck from us and you can buy with confidence and real peace of mind



Our guarantee of quality stems from the fact that the only trucks we will accept on to our Approved Used Truck programme are Toyota and BT trucks that have been fully maintained by us from new using only genuine Toyota and BT parts. This means that we have maintained the built-in quality of these trucks during the whole of their operational life rather than trying to certify their quality by carrying out a list of one-off checks.

You can be sure of an Approved used truck's quality without having to worry about a complicated classification system that grades trucks according to different levels of quality – with us; 'Approved' says it all in one single word.

It also means that every Approved used truck will undergo an individual preparation programme based on our intimate knowledge of the truck. We believe that this not only guarantees the quality, safety and performance of our Approved used trucks but also helps to provide you with value-for-money pricing.



## Approved Support Packages

Every Approved used truck also comes with a choice of flexible support packages to give you additional peace of mind and to help protect the value of your investment.

These support options include:

- A comprehensive Approved used truck warranty plan\*
- An Approved used truck exchange plan\*
- An Approved used truck 'try before you buy' plan\*
- A specialist Approved used truck service plan\*

And of course, all Approved used trucks are also eligible for any of our Rental plans and Service Contracts in exactly the same way as our new trucks.

## A partner to rely on

With an Approved used Toyota or BT truck, you know you'll always get top-quality products and back-up from a reliable and secure business partner. You can also be sure that you will receive the same levels of support and have access to the same services as those enjoyed by our new truck customers.

\* Terms and conditions apply and may vary from country to country.





## Close to you

Toyota Material Handling Europe aims to be close to every one of its customers, so although we are part of the global leader in materials handling we still focus on acting locally with operations in over 30 countries across Europe. So no matter where your business is located we are never far away, ready with the people, the expertise and the resources to provide you with the services and the solutions you need, when you need it.

With Toyota Material Handling Europe at your side, you will benefit from the same high-quality products and support wherever you are situated. Choose us as your materials handling partner, and discover for yourself how we really are stronger together.

- Austria • Belarus • Belgium • Bulgaria • Croatia • Cyprus • Czech Republic
- Denmark • Estonia • Finland • France • Germany • Greece • Hungary • Iceland
- Ireland • Italy • Latvia • Lithuania • Luxembourg • Netherlands • Norway
- Poland • Portugal • Romania • Russia • Slovakia • Slovenia • Spain
- Sweden • Switzerland • Turkey • Ukraine • United Kingdom •



**TOYOTA**

MATERIAL HANDLING

stronger together