



A shared service ethos

Brian Crust, Director, MTS Cleansing Services, manages an operation essential to keeping the waste water and sewer systems of the South East of England functioning properly



Company: MTS Cleansing

Sector: Liquid waste

Solution: Combined Fixed cost breakdown call-out and repair contract with a Purchasing management contract

Key benefits: Increased vehicle uptime
Optimised purchasing
Minimised attrition
Enhanced vehicle safety

A family owned and run business, MTS Cleansing started life in 1986 as Municipal Tanker Services. Today the company operates over 340 vehicles providing liquid waste logistics, cleaning and waste recycling services to utilities, local authorities and domestic customers.

The business is now the UK's largest independently owned company in the liquid waste industry, something the family and staff at MTS are justifiably proud of. Brian explained that this success was due to a number of factors:

"We provide the levels of service our customers and their customers demand. For instance, we are often asked to respond to an emergency like a leakage or flooding issue which can happen at any time and can mean that property, livelihoods and sometimes lives are at risk. We have to get our vehicles, equipment and teams to the incident. This requires the professional and timely input of everyone within the MTS Cleansing team, both office and field based."

Brian added that "our vehicles, equipment and teams are the best in the business and we work hard to keep them there. Working with our own in-house workshop teams are trusted suppliers like Tructyre, who play a key role in meeting this challenge by helping to maximise our fleet uptime and get the most out of our significant tyre budget.

"It's a strong partnership which starts with Tructyre sharing our service ethos – they, like us, do not let people down. Their response times to incidents of tyre damage are normally under an hour, and their technicians conform fully to our own and our clients' compliance requirements."

MTS Cleansing have developed with Tructyre a tailored package for their fleet tyre management needs. The service covers proactive maintenance through regular inspections, purchasing and stock management and, of course, the 24/7/365 incident recovery service. Costs are controlled through a combination of 'pay as you go' and fixed monthly payments.

Brian feels that the key to efficient fleet management is timely and relevant information. "It's a two way street, really; Tructyre provide us with information on expenditure, wear and damage trends and we feed back information gathered from our Vehicle Safety Inspections. This allows the partnership to change the way we both work to reduce costs and enhance safety levels. Better wear rates and lower fuel consumption also reduces our environmental impact".

MTS Cleansing operate time-critical essential services, often unsung and unseen... just the way Brian likes it! Tructyre are proud to be part of their fleet support team.

Our thanks to Brian Crust, and to MTS Cleansing Ltd for their hospitality and for sparing the time to put this case study together



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