



IT in the hire industry: HSS LiveHire

Presented by

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HSS Hire

safety | value | availability | support



Keeping Businesses Working



Our customers told us they were frustrated by:

- Lack of transparency – “smoke and mirrors”
- Delayed hire/off-hire
- Inflated costs
- Too much paperwork

They told us they wanted:

- Control
- Transparency
- Real-time transactions
- Reduced costs
- The ‘true cost of hire’



So we researched, developed and built HSS LiveHire:

- 6 month process to research and specify the system, choose a supplier
- £500k investment
- 12 month process to build, populate and test the system
 - : customer consultation
 - : specialist e-business supplier
 - : internal IT department
 - : online marketing team
 - : sales, operational and commercial teams
 - : project manager



What is HSS LiveHire?

- secure and bespoke online extranet: free of charge!
- user friendly front end; clever back end combination of real time content management, analytics and data management reporting
- fully integrated with HSS operating systems
- real-time transactional hire
 - : full product catalogue
 - : hire and off-hire online
- web-based asset and financial management
 - : view and amend equipment on hire across multi-sites
 - : financial statements, management information and KPIs
 - : online payment

It is the first totally integrated tool hire procurement and asset management system in the UK.

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HSS livehire.com HSS LiveHire Enquiries: 0845 604 3312

UK ROI [click to change](#)
Branch Finder
My Basket: 0 Items [Checkout](#)

Home | My Hires | My Statement | Contract Search | Off Hire Now | Hire Diary | Admin Tools

Welcome John Smith [Logout](#) [Change My Details](#) [Search](#)

- Access and Powered Access
- Safety and Ventilation
- Lifting and Handling
- Surveying and Location
- Building and Siteworks
- Concrete and Preparation
- Breaking and Drilling
- Sewing and Cutting
- Sanding and Fining
- Painting and Decorating
- Heating and Cooling
- Plumbing and Pipework
- Pumping and Drying
- Lighting and Power
- Welding
- Cleaning and Floorcare
- Gardening and Event
- Consumable Items
- Unclassified Items

HSS LiveHire Key Benefits

- FREE online hire management system
- Register in minutes
- Live equipment availability check
- NEW View proof of deliveries/collectors
- Off hire at the touch of a button
- Online statements & copy invoices
- Comprehensive service & financial reports

No. of Live Contracts UK

Trait: 52

Due for return next 7 days: 9

Total past return date: 42

Value of Live Contracts UK

Total Invoiced: £9,910.85

Top 3 Hire Categories UK

Garden Clearance: £5,247.05

Generators: £4,262.90

Breaking: £2,404.00

About Us

About HSS LiveHire
About HSS Hire
HSS Careers

CSR

Health & Safety, Quality and the Environment

Contact Us

General Contacts

General Information

FAQ
Invoice Payment by Credit Card
Hand Arm Vibration Information
Opening Times
New - Proof of Delivery & Copy Invoices

© HSS Hire 2010 Site by e-business

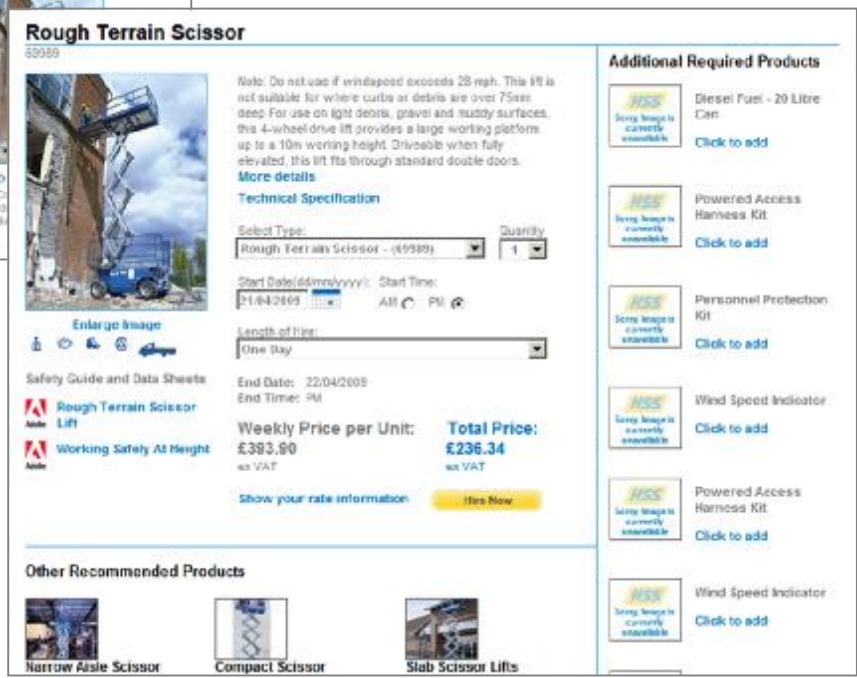
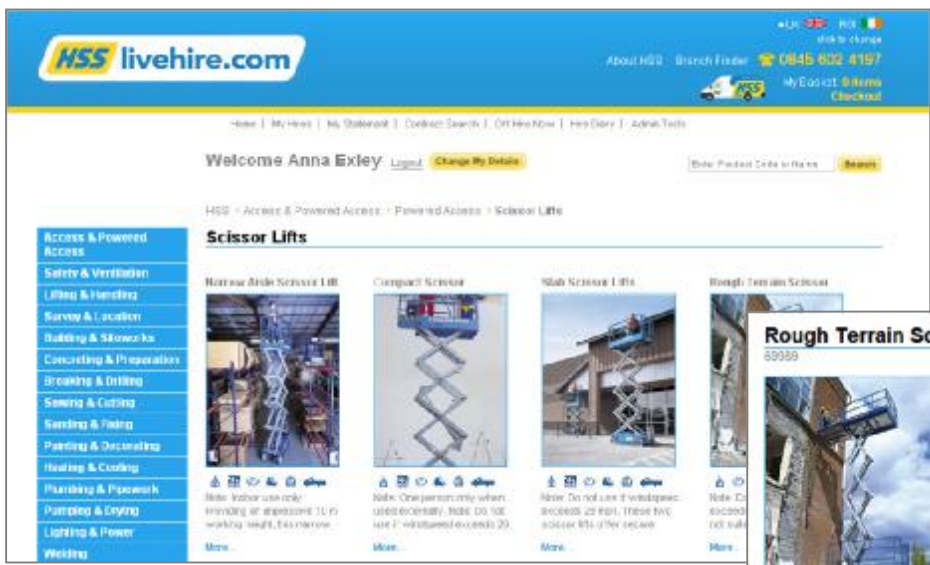
HSS LiveHire

- bespoke KPI dashboard
- product search
- 'basket' information
- branch finder
- corporate information

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- our entire product catalogue with product and safety information, bespoke pricing and recommended products
- real time stock availability
- searchable by category, product name or product code



My Hires

- all products on hire
- filter by account, date, site
- links to full details of the contract
- warning to indicate hire period overdue
- download/export to own system

Home | My Hires | My Statement | Detailed Search | Off Hire Flow | Hire Diary | Admin Tools

Welcome John Smith [Logout](#) [Change My Details](#) [Search](#)

Home - My Hires

My Hires

Date Range: From: To: [Apply](#) Download List: [Export](#)

Show only active hires

Show Advanced Filters [None](#)

Click on a column heading to sort the list. Sorted by 'Hire Code'

Hire Code	Product Code	Description	Order Number	Contract Number	Total Qty	Qty Returned	Qty Currently On Hire	On Hire From	On Hire To	On Hire Reason
View Hire	9882	20K 4300/250 43-4384-240V	180599713049463	0101-AMHC Click to view contract	1	0	1	24/04/2020	26/04/2021	Overdue <input type="checkbox"/> Off Hire
Site Address: Bix Court, Trench, B. Road, 2015, COXWATER, GLASSBORO, G41 1SU, United Kingdom Click to change										
View Hire	4630	TRANSFORMER 2.2 KVA	444444	8101-ABE3 Click to view contract	2	0	2	24/04/2020	26/04/2021	On Hire Required <input type="checkbox"/> Off Hire
Site Address: Bix in Trench, 2 Storey Rd, Skayrings, Greater Manchester, SK15 1HE, United Kingdom Click to change										
View Hire	6211	30 SAW 100V	444444	8101-ABE3 Click to view contract	2	0	2	24/04/2020	26/04/2021	On Hire Required <input type="checkbox"/> Off Hire
Site Address: Bix in Trench, 2 Storey Rd, Skayrings, Greater Manchester, SK15 1HE, United Kingdom Click to change										

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Hire Diary

Account: All Selected Delivery / Pick-Up Site: All Selected Order Number: Enter No. [Apply](#) [Reset](#)

Today: 23rd April 2009

Time	Delivery Method	Contract Number	Location
00:00	Delivery	0101-AF544	Address unavailable
00:00	Delivery	0101-AP542	Address unavailable
00:00	Delivery	0101-AP557	ABBEY NATIONAL PLC ADCCY NATIONAL PLC 260 THE GLADES SHOPPING CENTRE BROMLEY BR1 1DN United Kingdom
00:00	Delivery		
00:00	Delivery		
00:00	Delivery		

Hire Diary

- shows exactly what's on hire or due for delivery/collection
- changes can be initiated with immediate effect

My Statement

- fully personalised account statements, all updated in real time
- customers can check what's due for payment and what's coming up

My Statement

Date Range: From: 1/04/2009 To: 23/04/2009 [Apply](#) Download List: [CSV Format](#) [Export](#)

Display documents with balance only

[Show Advanced Filters](#)

[Home](#)

Click on a column heading to sort the list. Sorted by: **Order Number**

Order Number	Contract Number	Document Type	Document Number	Date Issued	Amount	Outstanding
5129401	0101-AH080 Click to view contract	Credit Note	490537 Click to view document	1904/2009	-428.75	-428.75
5129401	0101-AH080 Click to view contract	Credit Note	490537 Click to view document	1904/2009	-428.75	-428.75
5956982040143620	0101-AH080 Click to view contract	Invoice	4804583 Click to view document	1904/2009	676.45	676.45
70300342605109662	0101-AH051 Click to view contract	Invoice	4804583 Click to view document	1904/2009	413.29	413.29
703003189905127908	0101-Z4044 Click to view contract	Invoice	4854374 Click to view document	1904/2009	603.49	603.49
70300323578129822	0101-Z3876 Click to view contract	Invoice	4854373 Click to view document	1904/2009	650.80	650.80
703003236395120030	0101-Y3657 Click to view contract	Invoice	4854369 Click to view document	1904/2009	4136.36	4136.36
703003238245129686	0101-Z3888 Click to view contract	Invoice	4854372 Click to view document	1904/2009	6139.15	6139.15



And it's still evolving....

- Hire Insight

- : linked to our vehicle tracking system

- : online and real-time estimated times of arrival

- : online and real-time proof of deliveries

- : digital signatures

- : online photographic evidence of equipment damage

- Mobile apps

- : UK mobile internet users 2011 = 15.9million 2013 = 18.6 million

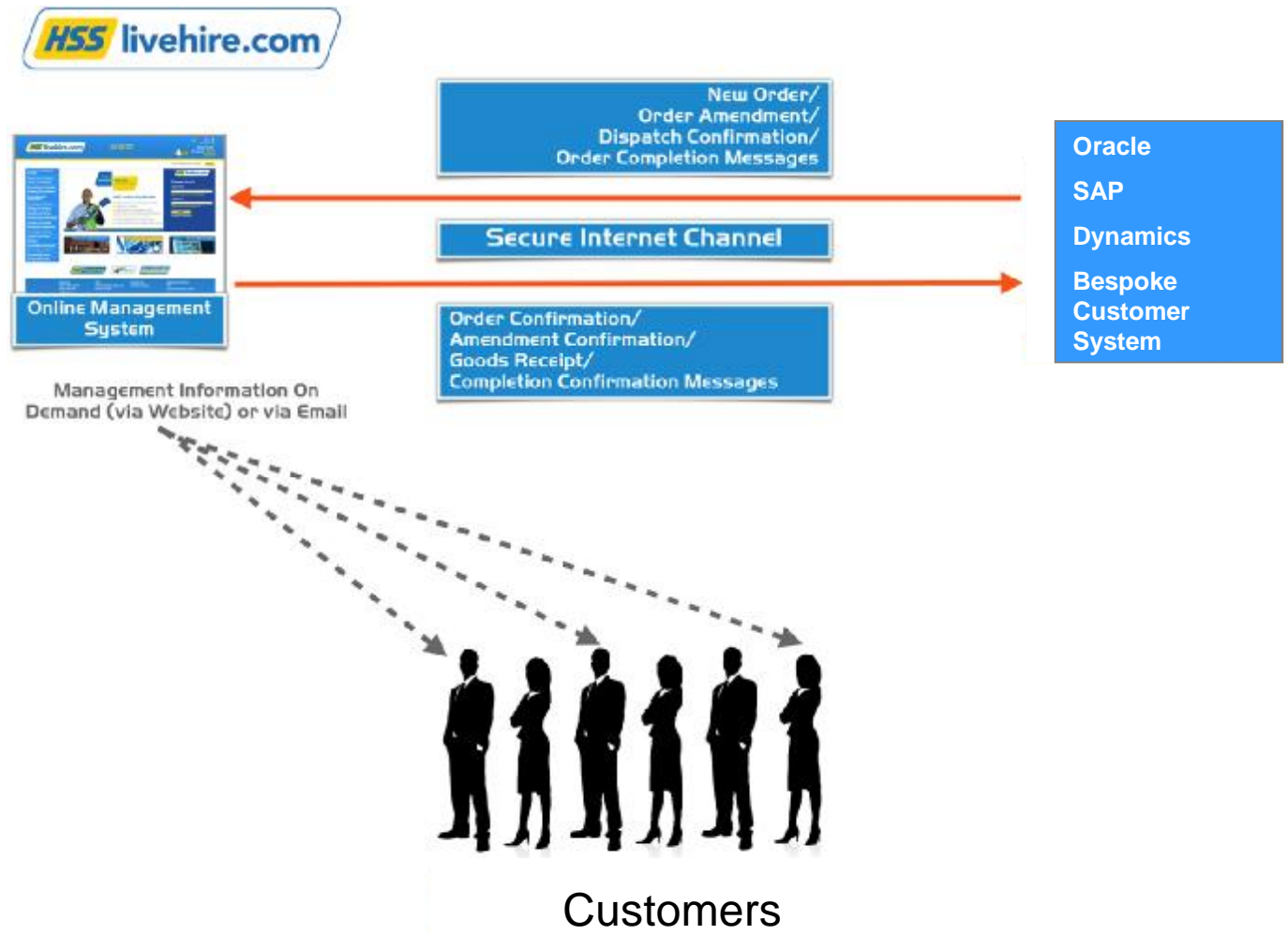
- : 4.2 million UK customers use retail websites through mobile internet every month

- : mobile internet is over-taking desktop browsing

- : 10% hss.com orders from mobiles; currently 2% hsslivehire.com



Integrated directly with customers' systems



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Our customers love it:

- Easy and instant hire management (equipment and account)
- Visibility and control: only pay for what they really need
- Cost and time efficiencies
- Reduced paperwork
- Improved reporting of management information, accounts and statements

We love it:

- Grow and retain large accounts
- Win new customers
- Reduced transactional and admin costs
- Real time account information for risk management
- Supports our drive for transparency and integrity in the hire industry

HSS LiveHire has revolutionised how we and our customers manage and monitor hire in the UK.



Customer Feedback

Using LiveHire has put us ahead of the competition

LiveHire has helped us keep costs down by tracking our hires efficiently

LiveHire has made hiring equipment a lot easier

We found an 8% saving in equipment management costs

A fantastic tool

It makes life easier for my team

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