

InsideTVG

May 2021

InsideTVG

 TVG

 +44 (0) 345 0 60 50 40

 info@tv.g.uk

 1 Target, Chartermark Way, Colburn, DL9 4QJ

VERSION ID: INSIDETVG-V1-1-11.05.2021


The Vehicle Group



Contents

This is an interactive PDF. Please click on the links below, and the 'RETURN TO CONTENTS' button on the inner pages to get back to this page.

[Welcome](#)

Page 3 →

[MS Dynamics. A new ERA of connectivity](#)

Page 4 →

[Evolving our core proposition for growth](#)

Page 5 →

[First line support - a fantastic new resource](#)

Page 7 →

[The beneficial move to 'Standardisation'](#)

Page 9 →

[Sales are strong. A few highlights from the Sales Team](#)

Page 10 →

Welcome to our new company newsletter: **INSIDE TVG**

DEAR Team TVG, welcome to 'INSIDE TVG' our new company newsletter that we've had designed for every member of our valued team to read. Inside are a few updates on just some of the exciting developments from within TVG.

Before we begin with those, it's worth acknowledging that the last year has been a tough one for our business and many other businesses across the UK. However, it is with great pride, and my heartfelt thanks to every member of TVG, that I can safely say we have come out the other side with an incredibly bright and prosperous future

ahead of us. It is with this in mind that I wanted to create this newsletter, in order to let all of you know some of the plans we're working on, and have even already implemented, to ensure the continuing success of TVG.



Graeme Frankland, CEO



MS Dynamics. A new era of cross departmental connectivity

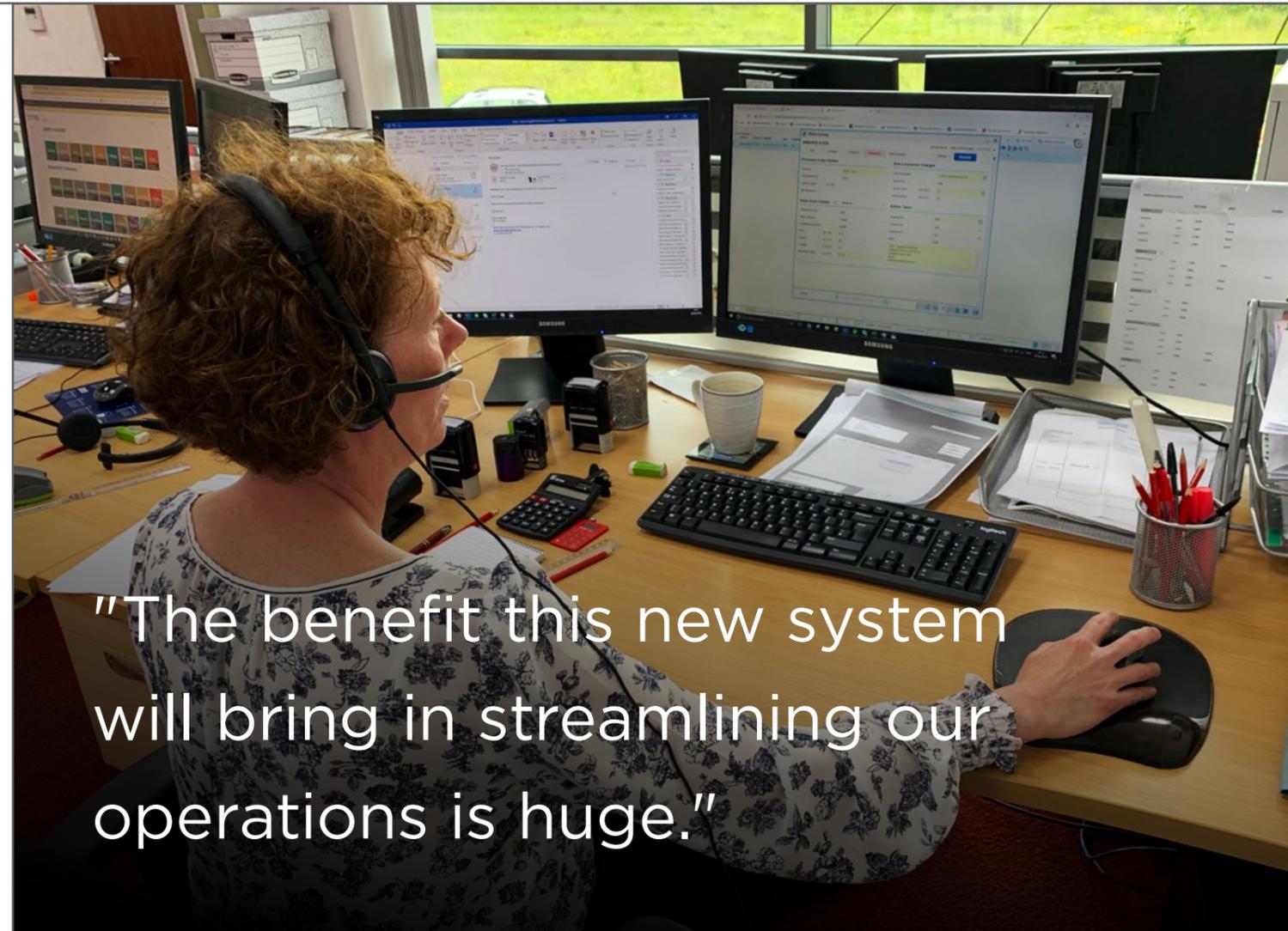
Claire Palmer



I'D like to echo Graeme's thanks to everyone at TVG. It has been a tough year, but because of your continuing support and dedication, we are now in a very strong position as a business. Now, without further ado, a couple of exciting announcements from me! ...

Firstly, I'm pleased to announce, we are the nearing the completion of one of the most exciting and major investments in the company's history - the implementation of our new operations system: **Microsoft Dynamics 365 Business Central.**

Microsoft Dynamics 365 Business Central supports sales, product management, manufacturing and stock management and it connects business processes across operations and finance. The benefit this new system will bring in streamlining our operations is huge. With increasing productivity, we will ensure less downtime and more comprehensive, transparent processes throughout almost every department within the business.



"The benefit this new system will bring in streamlining our operations is huge."

Business Central has built-in intelligence that's designed to save us (and more importantly you!) time and resource, by notifying stakeholders of key changes, patterns or updates to tasks and enables quick access to real-time data to facilitate more informed decision making.

And ... because it's a Microsoft solution, it integrates seamlessly with

all our favourite applications including Office 365 & MS Teams. We hope to have Microsoft Dynamics 365 Business Central implemented by end of October 2021, watch out for further updates and announcements!

The second bit of news I'd like to share is that we've got a new starter, Nigel Walker, joining our valued Finance Team. Nigel is our new

Purchasing Manager and he joined TVG on the 4th May. Nigel is responsible for streamlining our processes for procurement, including new supplier engagement and stock management.

As always, I ask all of you to go that extra mile and welcome him into the wider TVG team.

Evolving our core proposition for growth

Graeme Frankland



AS you will all know, TVG's brand position is strengthened at the core by its incredible R&D Department. The R&D aspect of TVG has facilitated enormous opportunities for us as a business and has given us the edge over others in our market.

The R&D Department was formed four years ago when we moved into a new purpose-built facility with the goal of taking our own camera and safety

systems to market. Since then, R&D have done a great job elevating us to new technological levels, to the point where we are now challenging the major players in the after-market vehicle safety solutions space.

In addition to this, and thanks to R&D, we have won several major approvals, most recently with DAF. Resultantly, we are succeeding in positioning ourselves in the eyes of the

OEMs as the 'go-to' business to partner with.

R&D have also taken us to new levels of accreditation, quality assurance and compliance. We are currently very close to the final stage for a new, highly recognised, standard in the automotive industry: IATF16949 (an advanced level of ISO2015). I'm incredibly proud of our industry leading R&D department and the successes it has delivered.



"We are succeeding in positioning ourselves in the eyes of the OEMs as the 'go-to' business to partner with."





Until April 2021 the R&D Department encompassed; innovation, research and development, system application design, system deployment, harness design, production support, fleet support, vehicle engineering, BOM production, technical drawings, documentation, installation manuals and a whole lot more!

It has not gone unnoticed that the R&D Department has done a phenomenal job handling all this additional work, however, over the last year or so, I've been mindful of the increasing pressure these general engineering duties have placed on our product roadmap.

I have therefore made the decision to create a new supporting branch within the business, this will be in the form of a new Engineering Department, which will be tasked with delivering and supporting TVG technology to the end user.

This change will enable our R&D department to have uninterrupted focus on our core products, whilst



"It's an exciting new chapter for TVG"

simultaneously enabling a more sustainable approach to the increasing demands of our customers.

This exciting move forward will ensure that our R&D Department gets some real, uninterrupted, traction on its Development Program and that our new Engineering Department delivers focused product and technology

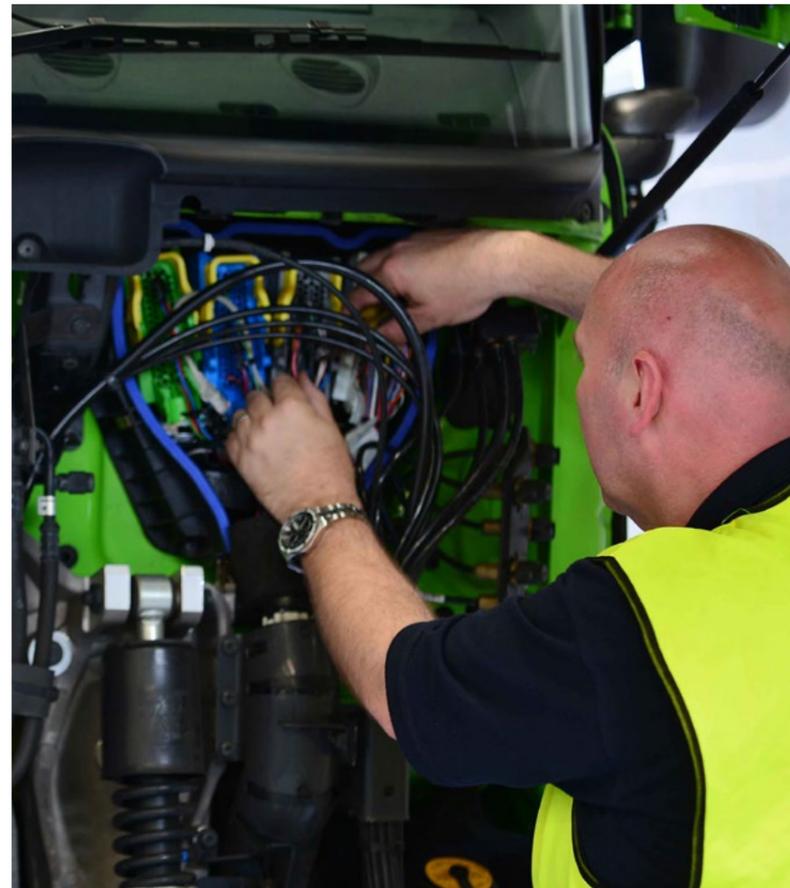
support to the wider business. It's an exciting new chapter for TVG and I am convinced that we will see great benefit come out of it.

R&D will continue to be headed by Nick Maltby and the Engineering Department will be headed by Miles Frankland. As we expand into this exciting new phase, I ask all of us at TVG to

support Nick and Miles in their endeavours, and I thank all those involved in making this promising transition happen.

First line support – a fantastic new resource for TVG!

Miles Frankland



TWO months ago, we started an exciting new project to develop an Engineering Support System in order to help our colleagues and customers with engineering issues. The system is a ticket-based solution that anyone can use to access support from the Engineering Department.

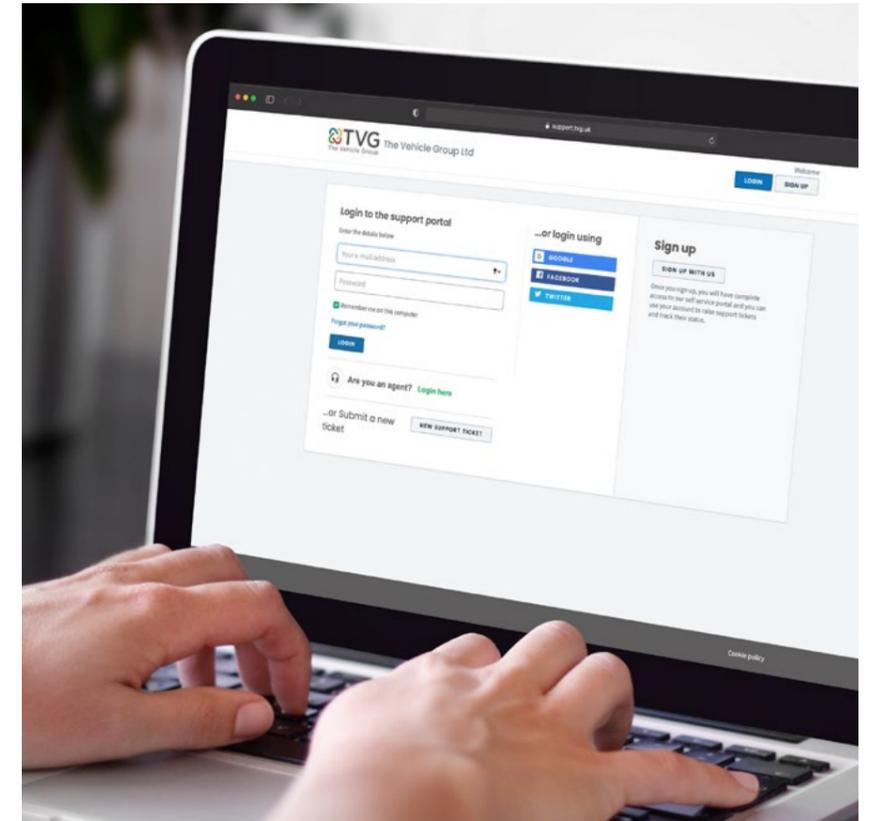
I'm pleased to announce that the system is now live and fully and operational, delivering great results and improvements for our colleagues and, most importantly, our customers. In fact, we have supported over 250 tickets from sales, purchasing, warehouse and our customers so far!

Engineering's goal with the support system is to get quick, quality support to the people who need it. Furthermore, we want to learn from our experiences to improve our processes with data driven evidence, to the extent that we ultimately reduce the need for the support system.

The good news is, that's where you can play a part. If you have an issue that engineering can help with, please submit a ticket, it really does help us, because

we can only identify issues and make improvements if we know about them!

We've created a simple guide on how to use the system, here <https://wiki.tvg.uk/index.php?title=EngineeringSupport> or for more information contact Tom Askew in the Engineering Department: Tom.Askew@thevehiclegroup.com



Introducing TVG Wiki

“ Developed on Wikipedia technology; it’s really easy to use and even easier to keep updated”

on Wikipedia technology; it’s really easy to use and even easier to keep updated.

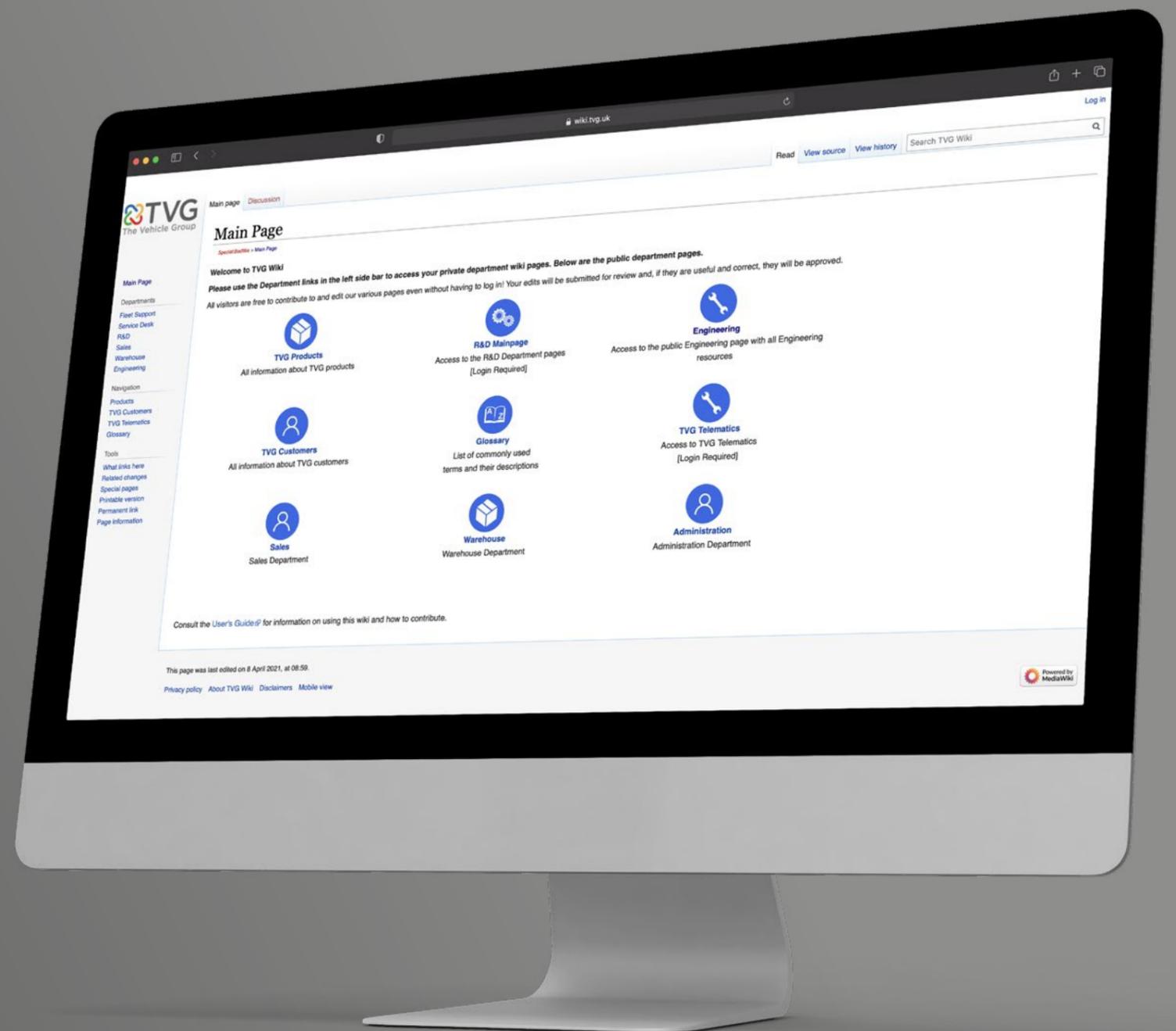
Our plan is to use the system to make instructions on processes and system use (engineering support for example). It’s there for everyone to use and it’s accessible on computers, tablets and even mobile phones.

Wiki pages are very fast to create, or modify and it’s possible to create a permanent reference document quickly. Furthermore, if you have an improvement to suggest, you can make that suggestion in the page for review by the page owner.

You can find the TVG Wiki here <https://wiki.tvg.uk>

To login, enter your details like this: firstname.lastname and then enter your normal TVG password.

Engineering are currently managing this software. If you have login issues, or feel you don’t have access to an area you should, please submit a ticket to Engineering.



The beneficial move to 'Standardisation'

Mike Edmunds

IT'S been five months since I joined TVG and, before I say anything else, I'd like to take the opportunity to thank all of you for making me feel a welcomed and a valued part of the team.

One of the reason's I joined the business was to bring a level of consistency by improving the end-to-end processes involved in the provision of our goods and services.

I'm really pleased to say, that after some hard work by all involved, we have seen some serious success in the area of fulfilling client requirements. It's not been easy, but after trialling two distinct improvement programmes, we have now moved into a process for fulfilling client requirements that we call 'Standardisation'.

Over recent months, as part of the 'Standardisation' programme, the business has made a huge effort to design and implement a small range of solutions which will meet up to 80% of all client requirements.

These solutions ensure that all 'standard kits' come complete with pre-engineered, supporting installation schematics, system settings, BOM's and operational descriptions. Furthermore, all these assets are all available in one location on 'SharePoint' for all to access immediately.

Standardisation is great news for TVG, and I'd like to thank everyone for their commitment to the programme, and the success we're already seeing.

This new approach will -

- Simplify how orders are managed through the business.
- Reduce resource requirements in various departments.
- Reduce design errors.
- Remove the design sign-off process.
- Improve our on-site productivity.
- Increase our 'right-first-time' performance.
- Allow us to manufacture 'standardised kits' for stock.
- Reduce overall lead-times.

In summary, this is an exciting move forward for the business, which will transform our performance significantly over the coming months, I can't wait to see the benefits and would like to say a huge thank you to everyone involved.



"Standardisation is great news for TVG, and I'd like to thank everyone for the success we're already seeing"



Sales are strong.

Just a few highlights from the Sales Team

Elliot Goff



WITH more opportunities in the pipeline than typically at this time of year, things are looking good for Sales. The effect COVID has had on our industry has yet to be fully revealed, however, sales are strong and we have some interesting success stories in the making ...

Despite COVID we've seen 153% growth (2020/21 vs 19/20) in our Roadcrew offering. This incredible result is down to some seriously good work from Tim Duffin. I'd like to take this opportunity to thank him, and all those involved with Roadcrew, for this outstanding achievement, made in one of the toughest years to date.

Just as exciting, is an opportunity with BNP Paribas that we've recently won. To give you an idea, BNP T/O was £1.2bn last year, with global T/O £44bn last year. BNP represent an enormous opportunity for our business, and we now need to ensure we deliver an exceptional service as we move into the next stage. Thanks to all those who have helped with this project.



"Despite COVID we've seen 153% growth (2020/21 vs 19/20) in our Roadcrew offering"



We've also just secured a deal with a division of SAMWORTH brothers (known for brands like Ginsters, Soreen and SCIMX Nutrition). This new division is called Coldcall Distribution and they manufacture and supply all the sandwiches for Tesco, both in store and in petrol forecourts. We can proudly say that we now supply 80% of the group fleet, suffice to say, the other 20% is now firmly in our sights!

Over the last 18 months we've been developing a partnership in Australia with a new Distributor. This new partnership allows TVG to expand our portfolio into the ASIA Pacific (APAC) Market. This really could be a transformational opportunity for TVG.

So that's just a few highlights for you, we've been busy in Sales with lots of other projects and I'd like to say a special thanks

to everyone for helping keep the momentum going during this challenging year, in particular, installations, fleet support and the service team who have endured a stressful 7 months to keep the business where it needs to be. Your continuing support for the Sales Team hasn't gone unnoticed, and the entire TVG team should feel very proud!



Contributors:

Graeme Frankland

Claire Palmer

Mike Edmunds

Miles Frankland

Elliot Goff

If you have an inspiring story that could be included in the next issue, please contact:

david.wolstenholme@tv.g.uk



 +44 (0) 345 0 60 50 40

 info@tv.g.uk

 1 Target, Chartermark Way, Colburn, DL9 4QJ