



“Perot Systems provides a strong competitive advantage that helps us serve our dealers and customers better than ever. We are delighted with the work that Perot Systems has done to help us track and service our fleet.”

Gerald Riordan
President
Budget Truck Rental

Customer Success Story as Featured in the 2003 Perot Systems Annual Report



FROM LEFT: Gerald Riordan, President; Budget Truck Rental; David Bolen, Account Manager; Perot Systems Corporation

Budget Truck Rental www.budgettruckrental.com

Challenge

Budget Truck Rental, a division of Budget Rent A Car System, Inc., is a leading national consumer and light commercial truck rental business, with more than 2,500 dealers and a peak fleet of more than 30,000 trucks and vans nationwide. The company’s profitability was being compromised by an unreliable legacy IT system that caused fleet maintenance delays and reservation system downtime.

Solution

Budget Truck Rental selected Perot Systems to provide a comprehensive IT solution that enhances the bottom line and improves customer satisfaction. Perot Systems supports all critical business systems, including centralized reservations, rental operations, fleet management, financials, and vendor integration. The IT solution proactively monitors the hardware, software, and network connections that are used to rent, track, and service the fleet. Key features include a distributed point-of-sale system linked to a central data repository that enables near real-time transactions, as well as centralized reservation, rental, and fleet management.

Results

- Decreased overall IT costs while improving reliability and system capabilities
- Lowered ongoing operations costs by more than \$8 million annually
- Improved system reliability with automated problem notification and escalation
- Automated many daily system management functions
- Improved best-in-market maintenance and rental systems to enhance customer safety and satisfaction