

For Immediate Issue  
WHALEPR05.09 - MyWhale  
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#### myWhaleFleet Surfaces Online

Renowned for its innovative approach to product development, Whale Tankers has now turned its attention to the field of customer support with the introduction of myWhaleFleet - a secure web-based service designed to assist customers in managing their vehicle fleet online.

Created as an added value support package from Whale Tankers - the Solihull-based manufacturer of high quality vacuum tankers and jetting equipment - myWhaleFleet serves a one-stop shop when it comes to customers gaining access to valuable fleet data, and important regulatory and legislative information.

As Mark Warmington, Whale Tankers' Managing Director states: "myWhaleFleet does more than simply provide the customer with relevant chassis and body information, as important as this is. The new service serves to help ensure customers meet their regulatory requirements by giving them instant access to full information and certification documentation they need to comply with relevant legislation."

He added: "Our IT and customer service departments have invested a great deal of time and effort in developing myWhaleFleet and we are confident that it will become a universally used tool amongst our customers. Once again, it supports our ongoing strategy of developing our core business through a process of continuous innovation."

Launched this month, myWhaleFleet is not only being actively piloted by a number of Whale's key customers, it can be used to host information relating to vehicles other than tankers, and those not supplied by Whale. With powerful search and reporting facilities, the service is accessed by customers logging on via Whale Tankers' home page, or using the website - myWhaleFleet.co.uk. Simply entering all or part of the vehicle's registration, serial or fleet number on the Vehicle Search page provides a list of vehicles. From there, a menu of separate vehicle and chassis information is displayed in a clear and logical format. From here, the user can then drill down into the site using a series of tabs that cover: manuals, certificates, technical information, service, spares, tank tests and WhaleCare - the latter being the company's preventative maintenance package.

Each section then provides the user with a wealth of information and a suite of downloadable material, such as regulatory documentation relating to tank tests and type approval, not to mention manuals and handbooks. Within the certificates section, for example, the user can access all CE, PED/PER and tank test certificates should the operator have misplaced them. Also of particular importance are the service and tank tests sections. Whilst customers can view a history of all service work undertaken, they are also alerted as to when tank tests and services are due.

In terms of the future development of the myWhaleFleet, Whale is already working on introducing a parts ordering and procurement facility, not to mention integrating customer online service scheduling and booking. As Mark Warmington concludes: "Online parts ordering is something that we will be introducing, however this will be used to enhance and not replace the existing service that our parts department currently provides. We also intend to allow customers to input their own information online, as well as pass on all relevant information when a vehicle is sold on. In short, myWhaleFleet will serve as a library containing all relevant historical information and documentation across a vehicle's entire life."

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