

1car1 car and van rental

using aql remote call forwarding

1car1, the trading name of Local Contact Hire & Leasing Ltd, prides itself on being able to offer, genuinely, low-cost vehicle rental to all sectors of the UK rental market.

Local Contract Hire and Leasing Ltd. were established in 1985. Currently with a UK network of 90 locations nationwide employing 400 staff

As a result of their success, 1car1 has tripled the network of branches and fleet to 12,500 vehicles over the past 5 years. 1car1 pride themselves on providing "human contact" 24/7.

1car1 operates its' reservations and administration from it's central location in Leeds, West Yorkshire, supported by offices in Sydney and New York. These three centres provide support to the entire operation and ensures that service and price remain the highest priority.

Booking for all 1car1 services can be achieved online, but unlike many booking agencies, 1car 1 pride themselves on providing "human contact" 24/7.

Steve Schools Procurement Manager for 1car1 states 'We've tried similar services from the largest telecoms providers. aql's service provides the same product at a fraction of the pricing we've paid in the past and allows us to roll out this service on an increasing amount of local numbers at a low cost as our operations expand'.

aql and 1car1

As part of the 1car1 focus on human contact, it was felt important that a 1car1 customer can reach a sales or support agent on a local telephone number.

aql, a technology partner of 1car1 providing remote call forwarding services. This allows customers to dial a local number and pay for a local call, whilst being automatically routed to a 24hour central reservations desk.

Advantages

- Local call identity in directory enquiry listings - an important "human" factor - With many "local services" such as hire services, it's important to provide a local presence, even if it is a "virtual presence". Many consumers will chose a service which appears local.
- Customer peace of mind - Customers do not have to dial an 0870 or 0844 number where call charges can be uncertain.
- Flexible - if business needs dictate, routing of any of 1car1's numbers can be changed online via the secure aql online portal, backed up by aql 24/7 support.

Setting up remote call forwarding

Setting up remote call forwarding couldn't simpler via the aql.com portal - we have over 9 million numbers to choose from, and you may be able to keep your existing numbers. Contact us for more information:

Tel: 011 33 20 30 40 or email us at: enquiries@uk.aql.com

