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138 new Falck vehicles improve roadside assistance in Denmark

Things are going well in Falck Assistance, and the customers will benefit from this with new vehicles which will give faster rides, shorter phone calls and an upgrade of the employees' skills.

Most people like to get a new car, especially when it has that certain extra to it, and may even be better than the old one. This is also the case in Falck where everyone is very pleased that the fleet is being upgraded considerably. 138 new, red road assistance vehicles with the characteristic Falck logo on the side will hit the streets from next year.

“Personally, I am very pleased that we will be able to service our customers even better in the future. A standardized fleet is important for us to ensure that in principle every type of vehicle can manage all tasks. The customers will experience better and faster assistance when we standardize the vehicles because this means that the vehicle closest to the customer can provide the assistance,” says Lars Vester Pedersen, Executive Vice President of Falck Assistance Nordic.

“At the assistance centre, they don’t need to wait until a certain vehicle is available or “save” vehicles for special purposes. They can focus on minimising the drive to the customer which is a win-win situation.”

Roadside assistance is part of the future

The huge investment in improving the fleet comes after a period with a very positive development in Falck Assistance that experiences progress within several areas.

“The invest in new vehicles is a large gain for Falck Assistance and our customers. It shows that roadside assistance will also be a focus area for Falck in the future,” says Lars Vester Pedersen, who has been looking forward to telling about the big investment.

“I am delighted that we can give our rescuers the new vehicles that they have been asking for,” he says and stresses that more standardised vehicles also mean that the roadside assistance rescuers will receive more training to ensure that they can manage all kinds of tasks for the customers.

MAN Truck & Bus will supply the new vehicles to Falck.

For further information, please contact Falck’s Communications Department on tel. +45 7022 0307.

Falck is a leading international provider of ambulance and healthcare services. For more than a century, Falck has worked with local and national governments to prevent accidents, diseases and emergency situations, to rescue and assist people in emergencies quickly and competently and to rehabilitate people after illness or injury.

Falck operates in 35 countries and has more than 32,000 employees.

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