

From Five Depots to One Clear View: Bishopsgate's Compliance Overhaul with Convey.

When Nick Thomson was appointed Compliance Manager at Bishopsgate, he was handed a clear but complex brief: ensure consistent compliance across five depots – each running with different systems, processes, and ways of working. With 76 vehicles, 24 trailers, and specialist delivery operations covering everything from hospital beds to vending machines, this wasn't a small task.

Bishopsgate's strength lies in its ability to take on deliveries that others can't – large, heavy, or sensitive items, delivered by two to eight-person crews across the UK. But as the company expanded, keeping its growing fleet and driver base compliant became more difficult. The depots in Glasgow, Warrington, Tamworth, Swindon and London each had their own systems – from paper planners and Excel spreadsheets to outdated filing methods – making central oversight nearly impossible.

"Every depot was doing something different," Nick explains. "One was still using a wall planner. Another had a colour-coded spreadsheet that even I couldn't make sense of – and I'm pretty good with Excel."

With no central oversight, Nick couldn't monitor issues in real time, and audits meant chasing documents and hoping nothing had been missed. The processes were reactive, manual, and left too much room for error.



Convey's Product Manager, Paul Heath (right), and Bishopsgate's Compliance Manager, Nick Thomson (left), marking a new chapter for fleet compliance.

A Search for Simplicity

After stepping into the new compliance role in August 2022, Nick quickly identified the need for a single, unified system to manage vehicle maintenance, driver checks, and compliance audits across the business. Bishopsgate turned to the Convey Technology software platform to help align transport

compliance across the business. The goal was to find a solution that was easy to use, flexible, and could be rolled out across all depots with minimal disruption.

Many of the systems Nick explored were packed with features he didn't need – from tyre tracking to full finance tools – when all he really wanted was a simple, reliable way to manage compliance.

“I didn't need a full finance department,” he jokes. “I needed something that would actually help with compliance.”

“What stood out about Convey was how straightforward it was, especially the maintenance planner. It reminded me of the wall planners I'd used for years. It just made sense.”

Simplicity was what sold it.



Nick using the Convey platform to manage compliance across all depots.

Implementation and Support

The solution was tailored to Bishopsgate's needs – prioritising user-friendliness and scalability, allowing each depot to adopt it efficiently, even with varying levels of digital confidence.

After getting approval from the directors, Nick started a phased rollout. Warrington was the first depot to trial the system in May 2023. Within a month, it was clear the approach worked.

Depots were onboarded individually, with support from both Bishopsgate's internal compliance lead and Convey's responsive support team.

“Convey isn't one of those companies where you log a ticket and wait days for a reply – they're responsive, supportive, and always happy to help. The support has been exemplary.”

Remote onboarding and training sessions helped staff get up to speed quickly, with minimal disruption. “Even the less tech-savvy staff picked it up quickly once they saw how much easier it made their jobs.”



Paul Heath and Nick Thomson at Bishopsgate

Results That Speak for Themselves

With a single view across all depots, Nick could quickly spot anomalies—whether it was missing mileage, unresolved defects, or inconsistencies in driver data. The visibility and control gained through Convey transformed day-to-day operations, making it easier to act early and avoid issues from escalating. “What used to take a month now takes minutes,” he says.

Driver behaviour also improved, thanks to instant performance feedback from the Tacho and Performance modules, which helped reduce repeat infringements. “Even the drivers are more engaged now,” Nick adds. “They get instant feedback, and it’s helping reduce repeat infringements.”

The system proved invaluable during audits as well. Nick recalls a recent FORS inspection where he simply shared his screen and pulled up every document requested in real time. “The auditor actually said it was brilliant. There was no hiding anything – it built trust right away.” He adds, “I can feel pretty confident if we had an audit tomorrow – 99% of it is covered. The only risk is human error.”

Beyond audits, compliance management is now far more efficient. “I can spot issues across sites in seconds, whether it's outstanding defects or missing mileage. We’ve now got full visibility across all depots. I don’t have to chase anyone for information. There’s more to stay on top of now, but that’s a good thing. It means I can actually do things properly,” says Nick.

Expanding with Confidence

Bishopsgate now uses several of Convey’s modules, including Fleet Management, Workshop, Tacho Analysis, Licence Check, and Performance – all working together to provide a clear picture of operations. Even the workshop module, initially met with resistance from older mechanics, has been embraced. “One of our mechanics didn’t want to move away from paper. Now he loves using the Workshop App and says it’s easier than he expected.”

With a new parent company and a long-term plan for continued growth, Bishopsgate is now looking at Earned Recognition as its next goal – something Nick says will be far easier to achieve thanks to Convey.

The improvements across the business have highlighted the benefits of moving to a centralised system. While there was an initial cost to moving away from fragmented manual processes, the system's value quickly became clear.

“It’s paid for itself in what it’s helped us catch and fix,” Nick says.



Loading at Bishopsgate’s Swindon depot, with operations now set up for future growth.

Advice for Others

For anyone managing multiple depots or struggling with inconsistent systems, Nick is clear:

“Don’t underestimate how much easier life becomes when everything’s in one place. Convey doesn’t just make your job easier – it helps you do it better.”