

How Grange Travel is keeping its operation safe and compliant with Convey



From ski slopes to NFL stadiums, Grange Travel's coaches never stop moving. The family-run business, based in Gravesend, Kent, operates a fleet of 77 vehicles ranging from 16-seat minibuses to 81-seat coaches, supported by around 80 drivers and 4 duty managers and the rest of the Grange team.

The company's work covers everything from contract work and UK tours to ski trips, major events and VIP movements. Grange is trusted with some of the most high-profile logistics in the industry, from professional football teams travelling on fully customised coaches to managing complex player and staff movements for NFL London and a mix of Premier League and Championship clubs.

With a 24/7 operation that never truly pauses, safety, reliability and compliance go hand in hand. Joe Westgate, Compliance and Training Manager and a nominated Transport Manager, works alongside Darren Priestley, also a nominated Transport Manager, to keep the business safe and efficient with complete visibility across vehicles, drivers and data, knowing that every decision is based on accurate, up-to-date information.

"No two days are ever the same here. Whether it's a school trip, a European tour or a major sports event, every journey has to run safely and smoothly, and that only happens when the whole team is working together."

Building confidence and control across the operation

Before switching to Convey, Grange had relied on a previous tachograph analysis system for more than 15 years. Joe had used it since his driving days and knew it inside out. But as the company worked towards Earned Recognition, confidence in the system began to fade.

As Grange grew, Joe needed complete confidence in the data he relied on every day. Accuracy and reliability were essential to maintaining safety and performance standards, and even small

inconsistencies could have a big impact. Over time, the system they were using no longer gave Joe the same level of certainty.

“As a compliance manager, I need to treat what’s on the screen as gospel.”

“We need to trust the information we’re using, because people’s jobs and safety depend on it.”

Support response times had also added to the pressure, making it harder to keep up with the pace of a 24/7 operation. For Joe, it was time to look for a platform that could deliver clarity, reliability and the right support when it mattered.

After years of relying on the same familiar platform, making a change was not an easy decision. But as the pressure for accurate data and stronger support grew, so did the need for a partner that could move at the same pace as Grange’s operation.

When Joe began searching for alternatives, he came across Convey. After arranging a demo with Ben and involving senior management and the allocations team, it was clear this was the right fit.

“From the start, nothing was too much trouble. Ben and the team always came back quickly with the information we needed, and that gave us confidence.”

For Grange, achieving Earned Recognition has been an important milestone.

“We strive to be best of the best. Earned Recognition shows we report everything and put safety first for the public and for our staff.”

“For us, especially in the coach industry, Earned Recognition isn’t that common. It’s a huge thing to achieve.”

Switching to Convey



Grange began with a short trial before committing to a full rollout, setting its own go-live date of 2nd September. Every coach already had a digiDL’s for remote downloading, but SIM swaps and serial number updates were needed to make sure all data transferred correctly into the new system.

“When I told Ben we needed 15 more digiDL remote downloaders for the fleet, he sorted it straight away. That took the pressure off.”

“The setup went really smoothly. Convey supported us all the way through and made sure we had everything we needed. It was seamless – I can’t fault it.”

With vehicles often covering thousands of miles across Europe, sometimes for several weeks at a time, remote downloading quickly proved invaluable. By September, Grange was fully live with Tachograph Analysis, Performance, Training and Earned Recognition, with plans to add Licence Check next.

Once the system was in place, the difference was immediate. Data began flowing smoothly, reports arrived on time, and the team could focus on what really mattered: keeping the fleet safe, compliant and on the move.

“Everything needs to be on a clear dashboard. We want to see what’s in front of us and deal with it. That’s what we’re getting with Convey.”

Visibility that keeps everyone connected

For Joe, the most valuable change has been visibility. Managers and operations now share a clear view of driver activity, rest periods and infringements all in one place. The Manager App allows quick checks from anywhere, while automated reports provide weekly summaries of downloads, infringements and performance trends.

“On a Sunday I can sit there watching the Formula One, check the app and know everything is fine. That’s peace of mind.”

Drivers have also embraced the new system, finding it easier to understand and engage with their own compliance data. The clear overview of shift times and rest periods has improved conversations and accountability across the business.



“The word I’d use is love it. Drivers find it easier and clearer.”

“They can see their total shift time each day, so they understand when they’ve used a reduced rest. They put their hand up and say, just making you aware I’m on my second reduced this week. That’s empowerment.”

With drivers now more aware of their own hours and rest, infringements have already started to fall. Knowledge and communication have made safety and compliance a shared responsibility, not just a management task.

“Knowledge is power. When drivers understand what happened and why, you see fewer repeat mistakes.”

That visibility now reaches every part of the operation. Grange has also started using the Training module, which keeps all CPC data and certificates together in one place for easy access and review. They’ve added the Licence Check module too, which provides greater oversight and highlights any potential risks directly on the dashboard.

Support that makes the difference

One of the biggest advantages for Grange has been the support received throughout the transition. With a busy operation and Earned Recognition to maintain, quick responses and clear answers make all the difference.

“I can’t fault the customer service. Whether it’s Ben, Jacqui or the support team, they always come back quickly. Sometimes within hours. That means a lot when you’ve got 80 drivers depending on you. Convey’s customer service is second to none.”

“There’s a real level of trust and respect with Convey. The relationship feels like a partnership – they listen and act quickly, and you know they’ll do what they say they will.”

That reassurance has given Joe and the team confidence to look ahead, knowing their compliance foundation is secure and support is always on hand.



Driving forward with confidence



With Earned Recognition achieved, Grange is continuing to build on its success while expanding its engineering facilities and securing more long-term contracts alongside its event work.

For Joe, the focus is on maintaining high standards and using Convey’s platform to keep safety and compliance consistent, transparent and simple across every department.

“Don’t be scared to make a move to better your business. We love a challenge and believe change is a good thing, and moving to Convey has been a really positive experience. All systems aim for the same goal, but with Convey the difference is ease, trust, driver buy-in and customer service.”

“If you’re thinking about changing systems, just do it. It’s worth it.”

As Grange continues to grow, the partnership between the operator and Convey has created something more than just software support. It has built confidence, strengthened communication and simplified safety and compliance across every part of the operation.

“We want to see what’s in front of us and deal with it. That’s what we’re getting. Ease of the product. Trust in the product. Drivers like it. And the support is there when we need it.”

“Switching was a big decision, but now I wouldn’t go back.”