

Fowler Welch Keep it Cool with Bandvulc

Bandvulc Group Case Study

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BTC PROUDLY ADDS FOWLER WELCH COOLCHAIN TO ITS PORTFOLIO

*The Bandvulc Tyre Group has successfully acquired the tyre management and supply agreement of **Fowler Welch Coolchain**, part of the Dart Group PLC.*



The agreement sees Bandvulc Tyre Contracts (BTC) providing fleet management and 24/7/365 tyre support to the fleet of over 300 tractor units and 700 trailers, with a policy of Bandvulc retreads and Continental new tyres respectively.

Fowler Welch provides warehousing, consolidation and distribution networks for fresh, chilled and ambient products to all corners of the UK and sought a national provider of services with a quality reputation.

Paul Allera, National Fleet Manager for Fowler Welch comments: "It's all about delivery. The unrivalled service levels we achieve are the result of committed colleagues operating modern and robust systems alongside state of the art resources. We are pleased to witness that BTC shares these values with its impressive in-house call handling centre and off-site disaster recovery unit which gives us added peace of mind that our fleet is always in good hands."

BTC have invested heavily in new generation software over the past few years – with developments ranging from an upgrade to its telephone system to a fully functional, mirrored disaster recovery suite enabling BTC to continue taking calls and allocating service requests in the event of a power failure or fire. These developments along with BTC's fully integrated jobsheet management system Galahad, reiterate Bandvulc's commitment not only to its customers, but also to the future.

The agreement also sees BTC's own certified network of key independent partners providing the fleet service – ensuring quality, certified tyre technicians and a speedy response nationwide.

Philip West, Commercial Director for the Bandvulc Group adds; "To add another blue chip company to our portfolio is tremendous and testament to the Bandvulc team. We are delighted and proud to have Fowler Welch as a client. It is through hard work and ensuring that standards are adhered to throughout the agreement that we maintain our position as the market leaders in supply and management of the tyre supply chain to the retail and associated sectors"

Lee Juniper, Commercial Director: "Bandvulc's philosophy mirrors our own – to deliver quality in everything that we do combined with a "can do" attitude and willingness to innovate and grow. By sharing these attributes it enables us to realise potential advantages which we, as a business, had to explore. Bandvulc's reputation and standing also played a small part as many of our own clients have adopted a Bandvulc tyre policy so we wanted to discover what added value they bring to the retail supply chain."

Making all the difference... BTC's ever growing customer base is testament to the effort and dedication of the teams to provide the best service and to go the extra mile every time. Our philosophy of "**Service is remembered long after everything else has been forgotten**" is a key element of our success – shown by Bandvulc being Finalists at the 2010 Motor Transport Awards in the Customer Care category.