

If you require further information please contact us via your preferred method using the contact details provided below:

CE Services Limited
 15 Taurus Park
 Europa Boulevard
 Warrington, Cheshire
 WA5 7ZT

Telephone: (+44) 01925 445774

Facsimile: (+44) 01925 413779

Sales: sales@ceservices.co.uk

Technical: technical@ceservices.co.uk

Support: support@ceservices.co.uk

Web: www.ceservices.co.uk



CE SERVICES

CPL Industries is the UK's market leader in solid fuel manufacture and distribution and is also the largest independent national distributor of petroleum products.

Their fuel distribution business, CPL Petroleum, is the UK's leading independent distributor of petroleum products, while CPL Distribution, the solid fuel and garden products distribution business, has more than 50 depots covering the entire country, serving some 200,000 customers.

CPL Industries is responsible for putting 300,000 tonnes of solid fuel onto household and industrial fires, 1,300 million litres of petroleum products into homes, factories and vehicles, and just under five million bags of charcoal onto the nation's barbecues.

They have built their strong market position by providing customers with a high quality of both products and service. Although a national company, their unrivalled network of individually managed distribution centres for both solid fuels and petroleum products allows them to present a local face to customers, and respond better to their needs.

Problem

The regional depots are critical to CPL in providing the high level of service that their customers have come to expect. Within this framework, their integrated computer systems require that printed documentation accompanies every delivery. This documentation needs to be printed at the depot, and accordingly if printing capability is not available either through a failed printer or PC, no goods can be shipped to customers.

Although each depot has 2 printers to partly cover for this eventuality, there is still a need to get broken equipment fixed or replaced in the fastest possible time, to ensure that goods can be shipped and customer service levels kept high.

Solution

With depots all over the UK from Exeter to Inverness and Norfolk to the Isle of Man, CPL needed to partner with a company that could provide maintenance across the whole of the UK.

After a review of the alternatives on offer CPL decided to award the contract for PC and printer maintenance at their depots and head office to CE Services. This provides for maintenance on over 100 PC's and 150 printers based at locations across the UK.

Each of the covered units is on either a guaranteed 4 or 8 hours fix time depending on its importance. This ensures that the most critical units are up and working in the quickest possible time.

Whenever a unit fails, CE guarantees to have a working unit on site and installed within the 4 or 8 hour timescale. All faulty units are returned to CE's service centre for complete refurbishment.

Benefits

Without reliable printers and PC's at their depots CPL are unable to deliver to their customers across the UK. Although there are many organisations that provide PC and printer maintenance, not all are able to offer both the high level service and geographic coverage that were required by CPL.

CE Services were able to meet these demanding requirements and have now provided the maintenance cover for a number of years.

Andy Shaw, Group IT director at CPL commented:

"The flexible arrangement we have with CE Services suits our requirements perfectly. We rarely have to wait the full 8 hours to get a repair or replacement."