



CASE STUDY

idelis Contract Services Ltd
Holly House, Shady Lane, Birmingham
West Midlands, B44 9ER

OVERVIEW

The Fidelis Group has been a valued customer of Hygenie Washrooms since 2014, with the partnership originally beginning as a cost-effective solution before developing into a long-standing, trusted relationship. What started as a pricing-led decision has grown into a dependable partnership built on reliability, service quality and mutual trust. Prior to working with Hygenie, Fidelis had spent three years with a previous supplier, but were seeking a smoother, more consistent service that offered better communication and proactive support.

BUSINESS CHALLENGES

Lack of consistency
Unreliable service contract
Too many problems, not enough solutions

A SMARTER, MORE RELIABLE SERVICE

Hygenie's advisory role has been crucial in supporting Fidelis. The team has consistently guided them with professionalism and knowledge, ensuring washroom solutions are practical, effective, compliant. This approach has translated into a consistently smooth service. Team members Terena, Julia and Darren have been central to maintaining high standards, addressing requirements proactively to ensure any potential issues are resolved with seamlessly with solutions already in place.



CUSTOMER LOYALTY

THE RESULTS

Hygenie has delivered a reliable, well-managed washroom service that has supported Fidelis consistently since 2014 – one of their longest standing customers:

- ✓ Smooth delivery of the service contract
- ✓ Improved presentation and reliability
- ✓ Proactive and compliant service

PRAISE FOR THE HYGENIE TEAM

The Fidelis Group continues to value the professionalism and solutions-focused approach of the Hygenie team, which has helped build long-term confidence in the service provided.

“Terena, Julia and Darren are fantastic. I never have any problems – they usually come to me with a solution opposed to a problem.”

CONCLUSION

Having worked with Hygenie since 2014, The Fidelis Group's experience highlights the value of long-term partnerships built on trust, professionalism and consistent service delivery. With a smooth service contract, knowledgeable support and a proactive team, Hygenie continues to provide washroom solutions that meet Fidelis's needs year after year.



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