



CASE STUDY

Bromsgrove School,
Worcester Rd, Bromsgrove B61 7DU



LARGE CUSTOMER

OVERVIEW

After being taken over by a new supplier the service provided was no longer meeting our expectations, so we decided to review our agreement and look at other service providers. Hygenie had been recommended and a meeting was set up to discuss the schools needs and complexity.

BUSINESS CHALLENGES

Poor customer service
Not fulfilling contract obligations
Unreliable

MOVING TO HYGENIE

After meeting with Mary we felt very reassured that the service that Hygenie would provide would be to a high standard and also felt that we would be very well looked after.

THE RESULTS

Since moving to Hygenie, Bromsgrove school has noticed an immediate difference:

- More reliable service schedules
- Consistent servicing
- High level of service and maintenance

PRAISE FOR THE HYGENIE TEAM

Bromsgrove School were full of praise for the Hygenie team.

"Mary has been wonderful in helping us set up our new contract with Hygenie and is always available to contact if we need to. The operatives that come to service our site, Bev and Zoe are both lovely and pleasant and both do a fantastic job."

CONCLUSION

The transition to Hygenie was very smooth and the team that looked after us was wonderful, which provided us with peace of mind and consistency.



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