



CASE STUDY

MAKITA MANUFACTURING EUROPE LTD
Hortonwood 7, Telford, Shropshire, TF1 7YX



OVERVIEW

As a large manufacturing company, Makita had been using the same service provider for many years.

Unfortunately, during the final two years of the agreement, the level of service declined significantly. They experienced ongoing issues with customer service, communication, and aspects of their contract, which ultimately led Makita to explore alternative suppliers.

BUSINESS CHALLENGES

Communication
Customer Service
Contract Issues

A SMARTER, MORE RELIABLE SERVICE

"From the very beginning, Mary was absolutely fantastic. She took the time to understand our requirements and offered valuable advice on the most suitable services and products for our business. Her approach was refreshingly different. She was never pushy and instead focused on providing honest guidance and recommendations. In fact, I felt as though I had known Mary for years due to how approachable, supportive, and professional she was throughout the process."

THE RESULTS

Since moving to Hygenie, Makita has noticed an immediate difference:

- ✓ Cost savings
- ✓ Reliable service schedules
- ✓ Seamlessly managed handover
- ✓ Friendly, efficient support

PRAISE FOR THE HYGENIE TEAM

"The service we have received so far has been excellent. Communication is clear and consistent, and the transparency provided gives us complete confidence that everything is being delivered as promised. I receive email reports confirming when services have been completed, which is extremely valuable. For us, communication is key, and Hygenie have exceeded our expectations in this area."

CONCLUSION

"Looking back, switching to Hygenie was one of the best decisions we made."

We are extremely pleased that we made the switch to Hygenie. They have proven to be reliable, professional, and customer-focused, and we look forward to continuing our partnership for many years to come.



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