

“35,000 gas heating breakdown responses & 6,000 new boiler installs per year”



About client

As the worlds first public utility company, our client have been supplying gas to homes for 200 years. With over 3 million homecare customers, they are the UK's leading energy supplier and in-home servicing provider.

They also install 100,000 boilers annually.



Background

Under pressure from competitors, regulators and customers, our client was searching for a network of reliable, high quality service partners.

Recent restructuring saw in-house teams being reduced and more contractors being used. These changes meant finding the right partners to support their business became even more important.



The challenge

One area our client was constantly struggling with was finding partners who could maintain the high service levels their customers expected, especially during busy winter periods. This was critical.



How we helped

We started working with our client in 2021. Before our engineers could start any jobs they were fast-tracked to learn their framework, systems and processes, including contract specific training.

After successfully starting out covering Greater London. We expanded to the south east region covering Birmingham to Cornwall and across to Canterbury in Kent.



Results

We are now one of the regions largest service partners. We've installed over 6,000 new boilers and attended over 75,000 property visits for servicing and breakdowns.

Led by former British Gas Operations Manager Jason Case, we have some of the highest performance ratings for partners nationally.

97.6

Net Promoter Score

<2%

Complaints received

94.5%

Booking Date adherence

200+

Engineers nationally

Get in touch today

To get a quote or if you have any questions please get in touch. Whether your project is long or short term, big or small, regional or national, we'd love to find out more.



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