

# B

THE BANNATYNE GROUP



CASE STUDY

## Dragon's Fire Kept Under Control by Assured

0845 402 3045

[www.assured-ltd.co.uk](http://www.assured-ltd.co.uk)

### Duncan puts trust in Assured for fire and security requirements for The Bannatyne Group.

Starting life with the first club built in 1997 at Ingleby Barwick, The Bannatyne Group now has over 60 health clubs spanning the UK, along with 4 superior hotels and a head office in Darlington.

Assured Fire & Security Managing Director, Simon Stokes, first met Duncan Bannatyne at an entrepreneur's event in London in 2008. Following a motivating speech by Duncan on how to win new business, Simon approached Duncan afterwards and offered to protect one of his health clubs with an Assured CCTV system, fastrack a few meetings forward with Bannatyne's Facilities Manager and soon Assured were looking after the whole portfolio.

Unhappy with the level of service from their existing fire and security provider, Bannatyne's looked to Assured to provide a one-stop-shop service for all systems. Assured install and maintain all fire and security systems for Bannatyne's health clubs, hotels and head office including fire alarms, fire extinguishers, intruder alarm systems, CCTV systems, emergency lighting and panic alarms. This partnership has been in place since 2008 which is down to Assured's personalised and reliable service.

As well as installing and maintaining fire and security systems, Assured's personalised service separates them from the crowd. Bannatyne Group utilises the provision of a dedicated account manager, so each site within the group has just one direct contact at Assured, ensuring a prompt and efficient service. This on-going account management is supported by regular meetings and the production of a Monthly Performance Report (MPR). The MPR allows an overview of costs, maintenance visits and outstanding correctives works, as well as first time fix rates and engineer ratings. Tailored to suit each individual client's specific reporting requirements, this transparent and detailed report enables the client to measure the service level and identify trends at a glance, it also enables them to delve deeper and see each engineers' report and invoices all from one place. This makes managing multiple sites and systems far easier and gives control to the client



"We are impressed with the high level of personalised customer service and rapid response. They keep us compliant with the regulations and have a great culture with values that matter, which means we have peace of mind with a company we trust to do the right thing."

**Duncan Bannatyne OBE**  
Bannatyne Group

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To protect people and property with pride, professionalism and integrity

and therefore peace of mind on what is happening on their estate.

Duncan says: "Simon was one of the few people to approach me after my speech and take on board my advice, which is why I gave Assured the opportunity to meet my team. However there were no favours and Assured made a good impression with my Facilities Team to win the business. We are impressed with the high level of personalised customer service and rapid response. They keep us compliant with the regulations and have a great culture with values that matter, which means we have peace of mind with a company we trust to do the right thing. Their reporting levels keep us in control of our estate and this makes a real difference to us."

Simon concludes: "We're extremely pleased to win this contract and to continue our relationship with Duncan and The Bannatyne Group. As you would expect from a successful businessman and organisation, this is not a given and we work hard to ensure we deliver a high quality service. We believe that our culture and values enable us to be a quality company that really does put the customer first. Because we're specialists in both fire and security, consolidating your fire and security systems to us can save significant amounts of time, money and hassle."



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REPORT
Monthly Performance Review
0845 402 3045  
www.assured-ltd.co.uk

Monthly Report to: 31/3/2014  
Customer: Example Ltd      No. of live sites: 143 (Last month: 140)

COMPLETED ENGINEER CALLS	PM Visit	Corrective	Emergency	Other	TOTAL
Last month	89	0	40	4	133
Last 3 months	218	1	101	16	336
Last 12 months	894	19	339	91	1343
Previous 12 months	721	21	274	197	1213

COST	PM Visit	Corrective	Emergency	Other	TOTAL	PER CALL
Last month	£225	£0	£3127	£170	£3522	£113
Last 3 months	£380	£63	£8443	£818	£9702	£131
Last 12 months	£4516	£4730	£29,257	£2883	£41,386	£133
Previous 12 months	£4045	£8895	£34,371	£2338	£49,698	£155

**LAST 12 MONTHS COMPLETED ENGINEER CALLS**

SITES WITH HIGH LEVEL OF ACTIVITY IN LAST MONTH	CALLS
ExampleSite8	6
ExampleSite15	6
ExampleSite28	5
ExampleSite40	4
ExampleSite76	4

## Benefits of Switching to Assured Fire & Security

- ✓ **ALWAYS THERE 365/24/7** – our constant availability means you will always be able to contact us in an emergency.
- ✓ **NATIONWIDE COVER** – Our nationwide base of engineers ensures a consistent and professional service wherever you are in the country.
- ✓ **MULTI-SKILLED ENGINEERS** – Allows us to send just one engineer for all your systems, saving you time and money.
- ✓ **LATEST TECHNOLOGY** – Our electronic documentation process ensures you are emailed all your documentation within seconds of the engineer's work being completed.
- ✓ **FAST FIX** – Our first time fix policy ensures your problem is solved quickly and efficiently.
- ✓ **REMOTE SERVICE** – Our remote service saves you time and money by enabling us to reset, interrogate and program your system without the need for an engineer visit.

## Contact Us

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