



Car Care Plan
An AmTrust Financial Company

Case Study

CAR CARE PLAN



“ As soon as I met the team at Refreshment Systems (RSL) I felt at ease and that I was in safe hands. They could offer us a complete solution from just one supplier, which was a huge benefit to us. The support that we received from RSL throughout the machine installation and roll-out of the healthy eating competition has exceeded our expectations and we look forward to the next initiative!

”

Facilities Manager

▶ ABOUT CAR CARE PLAN

Founded in 1976, Car Care Plan is recognised as one of the world's leading providers of vehicle warranty, asset protection and after sales motoring programmes.

They work with an extensive list of leading manufacturers, group and independent dealers along with several major affinity partners, to provide over 1,000,000 award winning warranty and protection products every year.

▶ THE CHALLENGE

The Company had been with their previous suppliers for over six years, however had noticed that service levels had started to dip. Also, with having two suppliers the process was not as streamlined as it could be. It became apparent when releasing their latest tender that their current provider was unable to offer a solution to meet the company's expectations. As their business continues to grow, they needed a company that would grow with them. There was also the need to offer their employees a healthier vending and drink solution, to meet the company's values and ethos.

▶ THE SOLUTION

Our offer was to install two hot drinks machines, two vending machines (one snack and one cold drinks machine), plus eight water coolers, across two of their offices. We also included a healthy eating competition as part of the tender (which was rolled out with the installation), to encourage sales of the healthier product lines. This teamed with the opportunity to 'try before you buy' with our mobile showroom, enabled the team to sample the drinks menu before the final decision was made. This not only made employees feel like they were part of the buying process, but also set expectations, meaning a much smoother transition period between suppliers.

To find out what we can do for your business call a member of the team on

0800 169 3686

R S L

REFRESHMENT SYSTEMS LTD.