

# Case Study//Retail

## Netto



FCF plc is a nationwide provider of integrated Fire, Security, & Electrical Testing solutions, currently servicing approximately 35% of the High Street with a unique compliance package developed specifically with Retailers in mind.

### The Client:

This major discount supermarket first launched in the UK in 1990. It now has 196 stores across the country and is proud to have won, 'Discounter of the Year 2009' as voted by shoppers. According to the latest grocery industry figures issued by A.C.Nielson, Netto is one of the fastest growing supermarkets in the UK.

### The Challenge:

To remain the leading discounter, Netto sought cost saving opportunities across its business. As part of the company's continual drive, it needed a competitively priced and reliably trustworthy fire protection solution for its national chain of stores. Spend at the time of service had become untenable and so an alternative provider was sought.



### The Solution:

FCF was invited to tender for a Preventative Planned Maintenance Contract, which it successfully won in June 2009. Now servicing the company's 196 UK stores, FCF provides Netto with Fire Alarms, Emergency Lighting and Portable Fire Extinguishers. The solution was highly competitive on price because FCF is able to group a number of services together, including the provision of multi-disciplined engineers. This 'one stop shop' facility means it was also able to offer more regulated budget arrangements for the time of service.

### The Conclusion:

FCF perpetually monitors its performance through regular client meetings with dedicated National Account Managers. Planned and actual performance is compared using the web view access, which allows FCF to demonstrate true transparency in its promise to deliver great service. To FCF's credit, the final clinch for the deal with Netto was made when National Facilities Manager, Craig Hirst read a feature in FM World Magazine about FCF's EMU's (Environmentally Managed Units). FCF's strong green credentials were an impressive addition to an already attractive deal.



With FCF Plc you are SAFE in the knowledge that, in the current climate, there's at least one National Supplier who can save you money while improving your service levels. Contact us today to arrange your FREE Health & Safety Review.

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