



Case Study

BWT and Aspect Capital

Drinking water solutions for businesses.

PROJECT INFORMATION

Customer: Aspect Capital

Project Summary:
Flexible drinking water solutions for
a finance company headquartered
in London.

Products and Services:

Description:

AQA drink PRO 30 free standing
water dispenser

The challenge

When Aspect Capital decided to install a new water dispenser on the 6th floor of their building, they encountered a significant issue: the water pressure in the building was insufficient to support the new unit. This posed an inconvenience for staff, particularly on the 6th floor, as the only alternative source of drinking water was located on the 7th floor.

Adding to the challenge, the order process for a new permanent dispenser faced delays.



Image taken from the Aspect Capital website

Key Benefits for the Customer

- Providing a flexible service
- Prompt response to client specific requirements
- Dedicated team to understand the needs of the customer

Quote:

“Through the whole process, Steve Pepper was always very polite, friendly, explained the product, and most importantly, kept in touch.”

Title of Case Study: BWT and Aspect Capital

Acknowledgements:

Thank you to Aspect Capital for providing feedback on BWT's service and products.

The solution

To alleviate the inconvenience during this period, BWT led by Steve Pepper, provided a temporary dispenser on a monthly rental basis. This ensured employees had continued access to drinking water on the 6th floor while the underlying pressure issue and delivery challenges were resolved. Despite the delay in delivering the permanent unit, Steve remained actively engaged throughout the process, providing clear explanations, maintaining communication and ensuring the customer was informed every step of the way.

Aspect Capital was able to install a functioning water dispenser that serves the needs of its employees. While feedback highlighted some design improvements, such as raising the water outlet height and widening the cup area for taller users. The overall response to the dispenser and service has been positive.

With the installation of the new BWT systems at their sites, Aspect Capital has fulfilled their hydration and business needs. BWT continues to maintain regular communication to ensure the customer is happy and any issues, if any, are resolved promptly without fuss.



AQA drink PRO 30