



Case Study

BWT and BizSpace

Drinking water solution for the workplace.

PROJECT INFORMATION

Customer: BizSpace

Project Summary:
Drinking water solutions for a
leading provider of flexible
workspaces.

Products and Services:

Description:

BWT bottled and plumbed-in
drinking water dispensers across
various locations

The situation

For the team at BizSpace, providing drinking water was never the issue but having a supplier on board that understood and met their requirements, whilst providing full support was the goal. To maintain their high standards, they needed a supplier that could go the extra mile and be able to provide a variety of solutions tailored to their needs.

The Business Water team at BWT is well respected by UK organisations for their expertise and flexibility for providing proven drinking water solutions to business organisations with changing and diverse needs. As a member of the Water Dispenser and Hydration Association (WHA), BWT is committed to providing the highest quality of drinking water and following the WHA's mission:

"To ensure the attainment of the highest standards of quality, safety, hygiene and ethical conduct in the water cooler industry through unimpeachable products and services supplied by Members to their customers, in full recognition of the industry's environmental responsibilities."

With this in mind, in February 2020, Karen Butt from our Business Water development team, called on BizSpace at one of their sites in Bournemouth. Although they were interested in the BWT philosophy of trying to understand the needs of our customers before proposing a solution, they were not in a position to move forward as they were already in contract to another supplier. Then unfortunately in the spring of 2020 Covid-19 effectively put the conversation on hold, like many others at the time.

With the easing of restrictions and businesses gradually returning to a new kind of normal, Karen again made contact with the Site Manager Claire and in June this year, Claire mentioned that her colleague, Rasik Popat (BizSpace Purchasing Manager), was looking into having a single supplier across the business. Karen contacted Rasik who liked what she had to say and asked for a meeting with herself and Business Water Sales Manager Gary Garland.

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:

"The promptness and flexibility in responding to our needs, BWT's willingness to go to site, the quality of the solutions offered by BWT and that of the installers, who were friendly and knowledgeable - the approach the team is taking to introduce BWT to the other sites nationally is what pleased us and why we chose BWT as our preferred Supplier."

Title of Case Study: BWT and BizSpace

Acknowledgements:

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

The solution

Listening to Rasik in the meeting it was clear that BizSpace required a solution that offered a high degree of flexibility and reliability they could depend on. Rasik explained that one of the sites, in Poole, was a priority. Gary and Karen suggested that to fully understand the needs of the business in Poole and to propose a suitable solution it would be beneficial to visit the site and to see first-hand how BWT could best help. After a site visit on 4th July a detailed proposal was prepared and presented to Rasik. Just a week later the proposal had been reviewed and discussed and any questions answered, BizSpace selected BWT as the preferred supplier, with the site in Poole being the first site to receive BWT's drinking water solutions.

BWT's drinking water solutions come in a variety of shapes, designs and styles including 19l bottled dispensers, plumbed in water dispensers, hot water boilers, drinking water fountains, and filtered water taps. This broad range of solutions makes it easy for BWT to match the right product to the local needs of customers like BizSpace. BWT's philosophy of placing the customer like BizSpace at the centre of the business is key to our success and on 3rd August following Gary and Karen's review and recommendations, BWT's Nigel Pooke and Colin Masters installed 7 hot water boilers and 9 plumbed in coolers in BizSpace's Poole site.

BizSpace Poole's Business Centre Manager, Gordon Staines recently updated us with a testimonial about why BWT was selected as the preferred Supplier for BizSpace: "The promptness and flexibility in responding to our needs, BWT's willingness to go to site, the quality of the solutions offered by BWT and that of the installers, who were friendly and knowledgeable - the approach the team is taking to introduce BWT to the other sites nationally is what pleased us and why we chose BWT as our preferred Supplier."

The right product in the right place is key to keeping BizSpace's staff and customers hydrated. With high quality water available at a 'touch of button' BizSpace has also benefitted from the reduction of single-use plastic bottles on site and in turn joining the BWT movement to change the world literally Sip by Sip.