



Case Study

BWT and First Bus

Hydration Across a National Workforce

PROJECT INFORMATION

Customer: First Bus

Project Summary:
Drinking water solutions for one of the UK's largest bus operators

Products and Services:

Description:

Various bottled and plumbed-in water coolers across different sites

The situation

Ensuring consistent access to drinking water across a wide network of sites posed logistical and operational challenges. With varying site requirements, First Bus needed a combination of plumbed-in and bottled water coolers. Specifically they were looking for a reliable, cost-effective supplier who could deliver:

- A simple and effective way for sites to request bottle deliveries, maintenance, or new equipment.
- A more efficient billing process to reduce the volume of admin work required across multiple locations.



Image taken from the First Bus 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:

“BWT’s commitment to quality, competitive pricing, and great customer service makes them an excellent company to work with.”

Title of Case Study: BWT and First Bus

Acknowledgements:

Thank you to First Bus for providing feedback on BWT’s services and products.

The solution

BWT provided a flexible, tailored service that addressed both technical and operational needs. This included the supply, installation and maintenance of bottled and plumbed-in water coolers, along with an easy-to-use process for requesting supplies and support.

To ease the administrative burden, BWT collaborated with First Bus to introduce a centralised billing approach, reducing the number of purchase orders and individual invoices across the network. In addition to meeting the initial requirements, BWT also proposed customer-facing water coolers for public areas, offering First Bus the potential for added value through new revenue opportunities.

The partnership with BWT has enabled First Bus to deliver consistent, high-quality hydration solutions across all sites with minimal disruption. The simplified invoicing setup has improved back-office efficiency, while the overall service has been praised for its reliability and responsiveness.