



Case Study

BWT and FM Conway

Drinking water solutions for businesses.

PROJECT INFORMATION

Customer: FM Conway

Project Summary:
Flexible drinking water solutions for
a leading family-run infrastructure
services company.

Products and Services:

Description:

Various BWT bottle fillers and
drinking water dispensers across
different sites.

The situation

Due to failures by their incumbent water services supplier, FM Conway had a need to replace the supplier and all their existing water coolers.

As FM Conway had machines already in place and a large number of sites - 24 in total involving 94 water coolers. They needed a supplier that was able to cover their whole estate geographically whilst servicing the contract with efficient water deliveries and a high level of service.

The differing nature of each site, which ranged from prestigious city centre offices to temporary building sites, meant that one product solution wasn't appropriate. BWT's wide range of different coolers and dispensing solutions allowed BWT to work with them to propose and deliver a targeted but diverse range of possible solutions at each site.



Image taken from FM Conway 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:

“4 weekly deliveries of bottled water are proceeding well, all coolers are of good quality, invoices are correct each month and are easily cleared for payment. Changes to requirements are dealt with in a timely manner as well as any breakdowns.”

Title of Case Study: BWT and FM Conway

Acknowledgements:

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

The solution

A competitively priced range of water dispenser solutions tailored to the needs of each site, client satisfaction in the process and final delivery of the project. Both parties also benefitted from a free flow of information throughout thanks to the use of multiple personal contact points.

This ensured that the client had easy access to the projects progress even at busy times. As part of the final solution offerings, BWT put together and communicated a schedule for the deliveries to happen and agreed to disconnect the existing coolers for them. BWT reacted positively when things didn't quite go to plan, which FM Conway mentioned “on a project of this size is understandable” and “any that did occur were dealt with quickly”.