

Case Study

BWT and Martin-Baker

Drinking water solutions for businesses.



PROJECT INFORMATION

Customer: Martin-Baker

Project Summary:
Flexible drinking water solutions
for a leading manufacturer of
ejection seats

Products and Services:

Description:

BWT drinking water solutions - the
BWT Billi ITS (integrated tap
systems), water coolers and boilers
for their two sites.

The challenge

Martin-Baker, facing commercial and technical challenges with their existing supplier, opened a tendering process for a new contract to cover the supply and servicing of their drinking water infrastructure at their two sites. The key things they were looking at were strong communication and efficient servicing. Having two sites tends to incur high water usage, both for company purposes and for staff use. Ensuring the is all running properly and is maintained is of high importance to Martin-Baker.

During the tender process we visited Martin-Baker sites, at Denham and Chalgrove, to get a feel for the company and to ensure we could provide a tailored service offerings that would suit their needs. As part of this process, we built a good rapport with the facilities team to fully understand their needs.

Knowing clear and strong communication was one of their priorities, we compiled a detailed presentation enabling us to take them through our approach and the ways we could help them achieve their goals. We won the comprehensive tender and continued to build up a relationship with the company. Throughout the intervening period of time, prior to implementation, we made sure to answer any questions and work together on viable solutions.



Image taken from the Martin-Baker 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:

"At Martin-Baker, our experience with BWT so far has been brilliant. We required our fleet of POU Boilers, Coolers and Billi Taps replacing and the process was made very easy thanks to the diligent work of the BWT team. The installation not only went smoothly but also very quickly. The aftercare we have received has been second to none with quick responses to all queries and engineers always ready to attend site promptly. We would recommend BWT highly to anyone seeking a similar service – please feel free to share this testimonial to any future tenders. We look forward to our continued partnership."

Title of Case Study: BWT and Martin-Baker

Acknowledgements:

Thank you to Martin-Baker for providing feedback on BWT's service and products.

The solution

After helping to negotiate them out of their previous contract, BWT supplied all new products. This included Billi ITS (integrated tap systems), water coolers and boilers for their two sites.

BWT's Billi ITS incorporates innovative and unique BWT technology, which is used to convert ordinary tap water into delicious drinking water; filtered and enhanced with the addition of Magnesium. This results in water perfect for drinking straight from the tap, and for making both hot and cold drinks.

As well as fresh, tasty water straight from the tap, the supply of bottled water dispensers is a particularly useful hydration solution for locations that may not have access to a mains water supply. The water coolers we provided, use our bottled magnesium mineralised water and share many of the same benefits of our Billi ITS. As a company we always look at ways to provide efficient, economically sustainable choices for our customers.

BWT technology can be tailored to ensure limescale defence which is particularly important for heating systems, like boilers, which can easily suffer from limescale build up and lead to high costs in repair or replacement. We were happy to supply Martin-Baker with boilers using this BWT technology. With the roll out we also included additional units to ensure they continue to have a positive relationship with BWT. Throughout the process we have continued to maintain clear and regular communication with the Martin Baker team to ensure they were happy with the progress and our service.

The installation was completed quickly by our specialist and experienced operations team that consists of office and field-based staff working together to ensure a smooth and quick deployment of the agreed products and services. With the new products in place and working correctly the day to running of the project including the supply and service requirements of both sites has been passed to our professional and friendly customer service team.