



Case Study

BWT and St. George's Hospital

High quality and flexible drinking water solutions.

PROJECT INFORMATION

Customer: St. George's Hospital

Project Summary:

High quality and flexible drinking water solutions for one of the country's leading teaching hospitals, delivered in record time.

Products and Services:

Description:

BWT AQUA drink PRO Commercial – bottle filler and drinking water dispensers.

The situation

Fresh drinking water is crucial in any workplace, with its significance heightened in a hospital setting where maintaining optimal hydration levels is essential for both staff and patients. This necessity extends from supporting the focus and performance of medical professionals to promoting the healing and well-being of visitors, regardless of their duration of stay.

In the context of a modern teaching hospital like St George's, the sheer size and complexity present challenges in ensuring the reliable delivery of potable water to all critical areas. Selecting a drinking water solution provider that is dependable, flexible, and innovative in addressing the unique requirements of the hospital is of utmost importance for peace of mind.

The Estates team at St George's Hospital in Tooting encountered a decline in the reliability of their existing drinking water supplier. Despite consultations with the incumbent, a credible improvement plan remained elusive. Recognizing the need for change, the Estates team embarked on a formal tendering process to identify potential new partners. The central question became: which of these partners was best equipped to respond promptly and with minimal disruption? The imperative of maintaining continuity of supply underscored the need to select an experienced team as a key priority in this decision-making process.

BWT leverages years of experience collaborating with large, complex organizations and effectively utilizing on-the-ground resources. This extensive experience uniquely positions them to respond rapidly and efficiently. When the call for assistance arose, BWT's team of specialists was mobilized and on-site within just 24 hours.

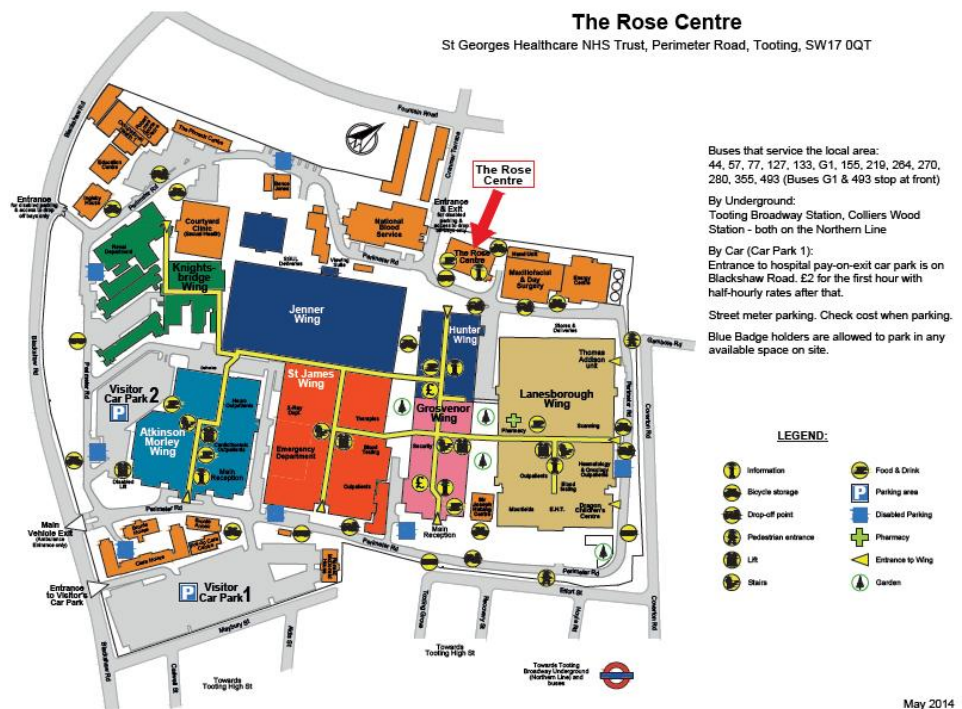
Collaborating closely with the Estates team, BWT staff systematically navigated the entire site, covering nearly thirty buildings and over sixty departments. Over a span of two days, the teams collectively walked approximately twelve miles, meticulously identifying 145 water dispenser locations slated for either replacement or installation.

With the positions identified, a plan for each location was produced, including details of the unit to be fitted, location, and any special considerations that could affect the installation. These details were then passed to the BWT operations team, who would have to bring the plans to life. Familiar with quick

turnarounds and the needs of a demanding site, the operations team created a schedule that would see the dispensers prepared, delivered, and installed in record time.

Teamwork

Onsite, the Estates team arranged for any additional works to be completed, while the BWT Installation team moved each new dispenser into position. Consulting locally with the hospital staff in and around the area, each changeover was completed with the minimum of disruption. The last installation was tested and handed over to the Estates team just 22 days from completion of the site survey. The project to install the dispensers was a fantastic team effort facilitated by effective planning and communication, a customer with clear goals, and BWT's experience.



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Key Benefits for the Customer

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

Quotes:

- "Exceptional service"
- "Proactive approach and excellent communication"
- "Amazing"

Title of Case Study: BWT and St. George's Hospital

Date: March 2024

Acknowledgements:

Thank you to St. George's Hospital in Tooting for providing feedback on BWT's service and products.

What the customer had to say

"We are delighted to provide a testimonial for BWT's exceptional service over the past few months and supporting Estates in the quick and effective mobilisation of the contract.

The Estates team at SGH would like to express our appreciation for BWT's prompt response and efficient handling of our water cooler requirements, which in many cases involved further works by others but were still completed in a smooth manner. From the site survey to the complete roll-out within 22 days is amazing; their proactive approach and excellent communication made the whole process seamless.

We highly recommend BWT's services and look forward to working with them for the duration of this contract. Please feel free to add this testimonial to your recommendation page and upcoming tenders. Thank you for your outstanding service."

Syed Zaidi *Deputy Head of Estates & Facilities Division, St. George's University Hospitals NHS Foundation Trust*

Ongoing customer care

With the dispensers in place, the next stage of the project has started. To ensure the dispensers continue to perform as intended, they will be looked after by BWT's customer service team based in and around London. The team, many of whom were involved with the original project, will conduct regular filter changes and the sanitization of the dispensers in line with the agreed service schedule. Meanwhile, our dedicated office-based customer service team will look after the daily needs of the customer, including managing any upgrades and additional dispensers they may need in the future.