

Onsite

THE OFFICIAL NEWSLETTER OF EASTERN HOSE ONSITE



LATEST NEWS

Ardent Hire Solutions
Awards Eastern
Hose Onsite Key
Supplier status

EASTERN
HOSE

► BUSINESS UPDATE

A VERY WARM WELCOME

Welcome to the first edition of our Eastern Hose Onsite newsletter! Firstly, let me introduce myself, I'm Matt Gissing, Sales Director and Shareholder of The Eastern Hose Group. My company operates the UK's largest independent hydraulic breakdown fleet, offering genuine national coverage, 365 days a year.

Our growth has been exponential and as a result you may not have heard of us. However, I want you to know that we are a genuine alternative to the 'other two' national hydraulic breakdown companies. Not only that, but we are a technologically driven business that uses data and analysis to strip out costs and reduce your downtime.

I am proud to be an independently owned British company. A company that can make decisions quickly and effectively and that truly cares about its customers. Our goal has never been to be the biggest but to be the best.

As a result of this we are already working in partnership with some of the countries largest and best known OEM, construction and hire companies.

I believe that our customers have all the answers and we have listened to what they have to say whilst we have been on this journey. This is also why I'm so delighted to share our first case study with you.

We have been on a tremendous journey with Ardent, a company that shares our drive and passion for our customers.

I believe many of you will benefit from a similar approach and I hope to meet you in due course.

Matthew Gissing
Sales Director



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24/7 Onsite support | 0800 711 7845

SERVICE FOCUS



WORK WITH A MORE MODERN AND INNOVATIVE PARTNER

At Eastern Hose Onsite we pride ourselves on building long-term relationships on a foundation of transparency and trust to help save your business valuable time and money.

We believe in delivering a completely tailored service to meet the unique requirements of your business.

Our streamlined service focus is managed by dedicated Key Account Managers. All accessible on one central number, to save valuable time, our Account Managers are on hand at all times offering regular communication regarding your breakdowns as well as the timely supply of all important documentation.

Offering you a fully national alternative to others within our sector, we use our cutting edge service and innovative data led approach to drive down costs for your business.



► LATEST NEWS

ARDENT HIRE SOLUTIONS AWARDS EASTERN HOSE ONSITE KEY SUPPLIER STATUS

Nationally renowned Ardent Hire Solutions, one of the UK's premier plant hire companies, has awarded Eastern Hose Onsite **Key Supplier of the Year** status for our market-leading service. A service that has seen Ardent benefit from outstanding support and healthy cost savings during a challenging two years.

Ardent have 11 depots across England and Scotland, boasting a fleet of nearly 5000 machines. A fleet of this magnitude offers up its own challenges, this is where Eastern Hose Onsite have made things easier by covering circa 4000 breakdowns nationwide.

It was noted by Ardent that the two business have built a partnership built on trust, transparency, and the desire to improve.

When working with Eastern Hose Onsite, customers experience market-leading service. It is however the innovative data lead approach and reporting analysis that allows Eastern Hose Onsite to deliver large cost saving.



Elaine Miller, Eastern Hose Onsite Managing Director with Andy Munro, Ardent Ipswich Depot Manager

"Working with Eastern Hose Onsite has proven to be hugely beneficial for Ardent Hire. Their team are highly professional, reliable and dedicated to maintaining the exemplary level of service they are renowned for. We are delighted to award them our Key Supplier status in recognition for their continued service and loyalty to Ardent Hire Solutions."

Gareth Clements
Operations Director - Ardent Hire

How Eastern Hose Onsite deliver on major contracts such as Ardent Hire Solutions:

OUR FLEET

We operate the UK's largest independent hydraulic breakdown fleet, offering a fully national service. Our modern fleet of 52 vehicles – and rising – are all fully equipped with the most modern and up-to-date hose assembly technology.

Using our outstanding coverage, we minimise the costly downtime experience by Ardent and their customers.

OUR PRODUCTS

Our vans only carry genuine Dunlop Hiflex hoses and fittings. Validated to over 1m impulse cycles, our products are the top performing hose products used on any hydraulic breakdown van in the UK.

As a global product, used by the world's top OE manufacturing giants, our products last longer and reduce the risk of onward breakdowns. This allows customers, like Ardent Hire, to run their machines for longer under the toughest of conditions.

OUR SHARED SERVICE CENTRE

The heartbeat of our operation and Ardents direct link to our Onsite Team and their support network, our Service Centre is a centralised function that oversees all aspects of the contract. Delivering instant feedback on important information such as ETAs, pricing, and job completion. Our key Account Managers work closely with the team at Ardent, reacting to situations quickly and efficiently, offering regular and detailed communication.

The timely uploading of key documentation including job cards, photography and site damage reports creates a clear and smooth customer experience.

ONLINE PORTAL

Our online booking system allows our customers to log and track breakdowns from their desktop or handheld devices.

Giving you real time access to live information such as Engineer location, ETAs and job completion our portal offers total job transparency. Our system also gives the ability to view all invoices, job cards and site photos from one, secure and accessible location.

Like with Ardent, for all large national contracts we can add the functionality that all jobs logged onto your system automatically upload into our customer portal, assisting with time saving for our customers.

DATA LED BUSINESS IMPROVEMENTS

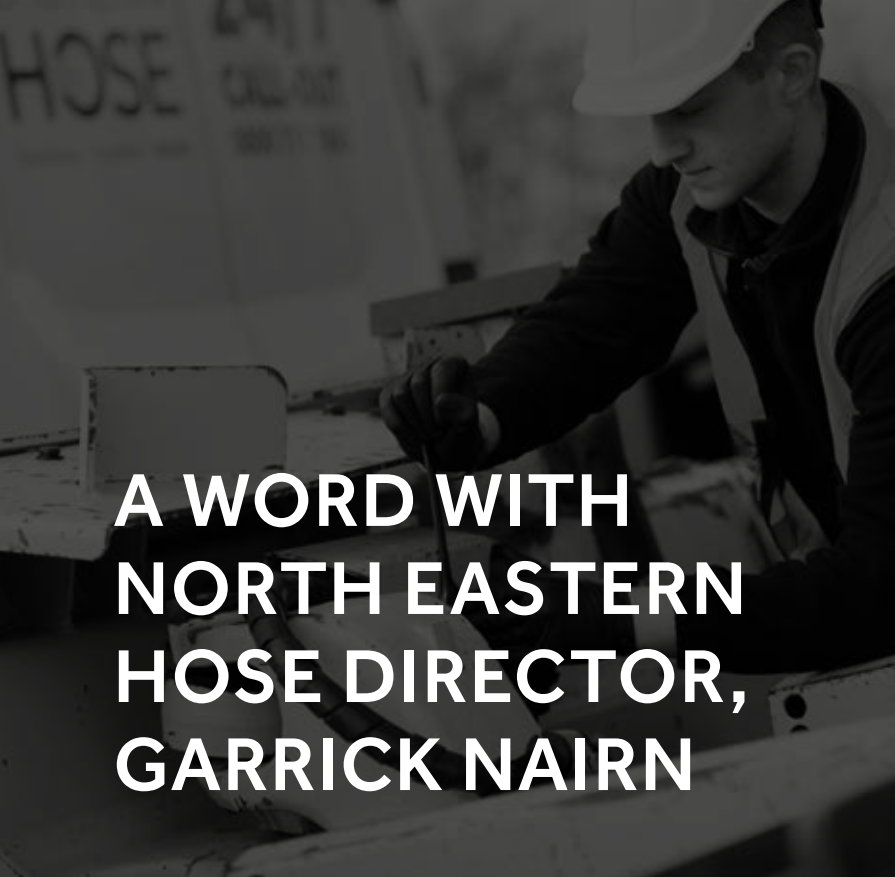
This is how Eastern Hose Onsite really adds value to your business. Using our modern, data led approach to reduce breakdowns and contract cost. With a full reporting suite we deliver a complete monthly analysis and present areas where improvements and savings can be made. This is where we really build trust, loyalty and forge long-term working partnerships.



"Their approach gave us a clear indication of the areas where they could save us time and money whilst improving our service offering. Their transparency and openness has enabled us to build a solid working relationship based on trust."

Gareth Clements
Operations Director
Ardent Hire





A WORD WITH NORTH EASTERN HOSE DIRECTOR, GARRICK NAIRN

In July 2022 we opened the North Eastern Hose branch of our business. Going from strength to strength, we caught up with Director, Garrick Nairn, for his thoughts on our latest venture.



GARRICK

"It's been fantastic since making the move over to North Eastern Hose. Our new depot is fully stocked with over £150k of our market-leading products to help keep businesses in the North East moving.

"As well as building our stockholding, we've recently employed a fourth Engineer, a real testament to the level of accelerated growth we've experienced in such a short space of time.

"It's been great coming to a company that use such a fantastic product and who's focus is to deliver an unrivalled level of service. Our Engineers are the most highly-skilled within the industry and really know how to look after our customers.

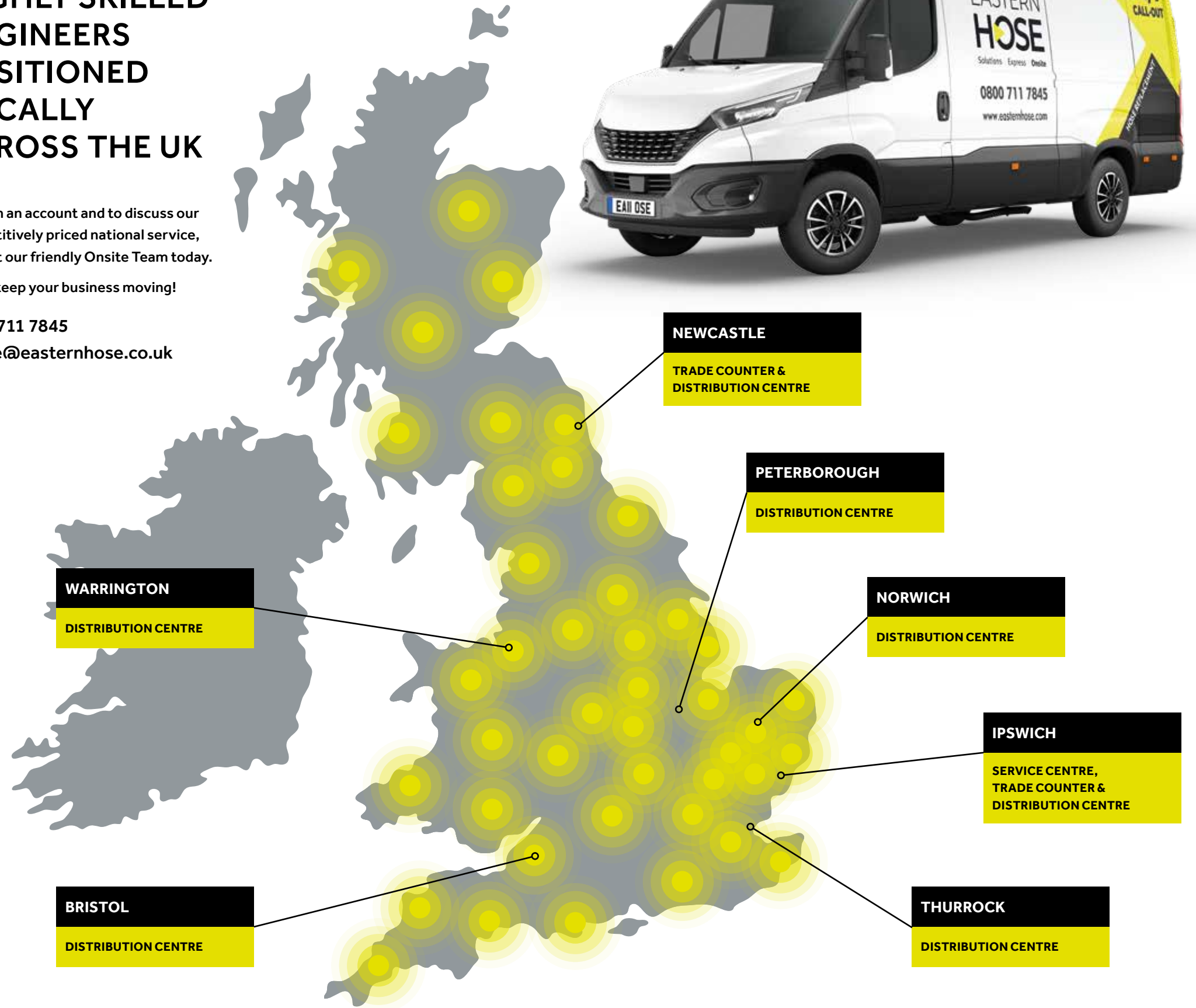
"We've planned further stock and Engineer additions over the coming months to ensure our market dominance continues to grow. Watch this space!"

HIGHLY SKILLED ENGINEERS POSITIONED LOCALLY ACROSS THE UK

To open an account and to discuss our competitively priced national service, contact our friendly Onsite Team today.

Let us keep your business moving!

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