

CASE STUDY



Service support and BE Portal make all the difference for Mereway Group



CUSTOMER:

Mereway Group

INDUSTRY:

Kitchens, Manufacturing

LOCATION:

Birmingham

INTRODUCTION

Mereway Group are well established as a successful luxury kitchen and bathroom manufacturer with over 30 years experience and are one of the 50 fastest growing companies in the Midlands

SITUATION

To help match the pace of their operations, and after the end of a 15 year relationship with their existing supplier, they invited seven MHE providers to evaluate their evolving requirements.

Briggs Equipment was able to successfully stand out from the competition and demonstrate its capability to deliver a high quality fleet of machines, backed up by comprehensive service and innovative infrastructure support.



SOLUTION

This combination of assets and support, including the BE Portal fleet management tool, which will enables Mereway to have a complete overview and insight into the performance of their fleet. The extensive service support coverage that Briggs provides was also a key factor in the decision, allowing them to manage out of contract costs, introduce efficiencies and ensure accountability of their MHE operators.

The new fleet is a mix of Hyster reach, electric counterbalance and 5 ton IC units on a 7-year contract.



ACTION

Each of the new trucks has been fully configured to operate at maximum efficiency within its working environment. Full training and support has also been provided to help ensure a seamless integration, which is crucial given the fast paced and customer orientated nature of Mereway's operations.

RESULT

Following delivery in Q1 2021, the new machines have bedding successfully and are having a real positive impact on Mereway's operations. The feedback from the operating teams has been positive and the support tools such as BE Portal are helping to achieve greater levels of productivity and efficiency in multiple areas of the business.

**Find out more about how Briggs Equipment
can help keep your business moving**

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