

## Case Study



# Prohire maximise uptime for Bunzl Cleaning & Hygiene Supplies.

Bunzl Cleaning & Hygiene Supplies (BCHS) are the UK's leading supplier of janitorial, cleaning, and hygiene products. They have 18 UK branches across the UK, from Plymouth to Aberdeen, and are part of Bunzl Plc, one of the fastest-growing, FTSE100 listed distribution and outsourcing groups across the globe.

Prohire has worked with BCHS for over 30 years. In that time, the BCHS fleet has grown to 128 vehicles, of which Prohire now provide over 70% on full contract hire.

Tasked with maximising uptime, Prohire's mobile technicians are key in keeping BCHS' fleet on the road. And with Prohire's live reporting system, BCHS now have complete visibility of its fleet, 24 hours a day, 7 days a week.

With ESG and sustainability high on the agenda for BCHS, Progreen has supported the company in taking steps to bring down their emissions through the provision of electric vehicles (EVs).



[prohiregroup.co.uk](https://prohiregroup.co.uk)

## Challenges

BCHS delivers essential cleaning and hygiene products to customers nationwide from 18 interlinked branches which have the power to draw stock from each other. On-time delivery is essential so that facilities management teams can create clean and safe environments that protect people while they are away from home.

The BCHS fleet operates without any standing vehicles or spare capacity and seeks to avoid expensive downtime. Therefore, it is critical to their business model that breakdowns are fixed as quickly as possible, or a replacement vehicle supplied.

The 128-strong fleet is managed remotely, so it is imperative that BCHS can check the status of its fleet 24/7, including the status of repairs.

Improving the economy, payload, and sustainability of the fleet is a huge priority for BCHS. The company needed an expert partner to advise on the latest vehicles, including bespoke builds, safety features and cutting-edge fuel technologies.



## Solution

Prohire keeps the BCHS fleet operating efficiently with its comprehensive and flexible accident management, compliance and maintenance offering. The fleet is monitored 24/7 and BCHS can track its fleet in real-time via Prohire's online portal. Any issues are reported to BCHS immediately via email and the customer service team keep the transport manager updated on fleet status and repairs daily.

All vehicles are fitted with telematics which allow BCHS to monitor fleet driver behaviour, vehicle performance, journey planning and downtime. Using this information, more efficient routes have been designed using the latest routing software.

Key to keeping the BCHS fleet on the road is Prohire's team of mobile technicians. Operating from fully equipped, mobile workshop vehicles; preventative maintenance and skilled repairs are provided at the roadside or on-site at BCHS' convenience.

As fleet experts with a 30-year relationship with BCHS, Prohire has grown to understand the business and its priorities, keeping them informed on the latest developments in vehicles and fuel technology that may impact them and making recommendations in the key areas of economy, payload and sustainability that can ultimately improve their business performance.

As a result, with Prohire's support, BCHS has brought down emissions through replacing its Euro 5 engines with the more fuel-efficient Euro 6, and Progreen has supported BCHS in the introduction of five EVs to its fleet. Prohire also proactively suggests new vehicles for BCHS that may better suit their operation, including a new vehicle with a lightweight body which will provide more payload.

## Results



Prohire's mobile technician team provide quick-response breakdown support within two hours



Maintenance bookings are planned weeks in advance, giving complete visibility



BCHS can access maintenance planners via the Prohire ProLink portal



Having a dedicated account manager means that if an issue arises, it is escalated on the same working day



Progreen is supporting BCBS in reducing emissions as part of its ESG and sustainability strategy



# “

When it comes to fleet management, I don't think there's anybody better out there than Prohire.

For me, the communication and support really stand out. I get a daily email from their reporting system with an update on where every job's up to. If there's an issue, they're in touch straightaway and the team there pulls together to get the issue fixed. As a result, things get resolved really quickly.

Wherever I am in the world I can run my Prohire fleet remotely. This makes a massive difference to me; it makes my life so much easier.

On the very rare occasion I can't get hold of my Prohire account manager, there's a clear escalation process. I don't get that with other suppliers, if my account manager is unavailable then nothing happens until I can speak to them. With Prohire I know exactly where to go and the team are in sync with each other.

There's a lot of good people at Prohire, everyone is so helpful. They're good at sourcing, supply, repairs, compliance; they're a good, very reliable, supplier. I'm already looking at fleet renewals with Prohire. They're excelling for me.

Colin Slater-Mairs,  
BCBS's Head of Transport





Head Office: Staffordshire, ST4 2ST  
 Company Registration: 01388495  
 Customer Support: 0870 850 1200  
 General Enquiries: 0843 290 9089  
 Email: [hello@prohiregroup.co.uk](mailto:hello@prohiregroup.co.uk)

[prohiregroup.co.uk](http://prohiregroup.co.uk)

