



## Case Study

# Water management & supply - portable gas monitors

As a UK manufacturer, Crowcon is able to adapt and react quickly to UK market conditions. Working with preferred service partners takes local support to the next level and further improves the ability to offer tailored support packages.

## > The Client

Crowcon has supplied and actively supports a fleet of over 1600 personal gas monitors for a large water management and supply business in the UK.

This fleet comprises portable gas monitors which require regular service and calibration, carried out at designated facilities within the geographic supply territory.

## > Requirement & Approach

Since 1998 Crowcon has provided portable gas monitors and offered support either direct or via one of our preferred service partners. Within their contract, the business has dedicated account and service support, remote service and local repairs at their own facilities and extended warranty on Crowcon products.

As a UK manufacturer, Crowcon is able to adapt and react quickly to UK market conditions. Working with preferred service partners takes local support to the next level and further improves the ability to offer tailored support packages.

The contract with the business is a great example of this. The region stretches across the heart of the UK. Within this area are 19 major water treatment works and 37 major sewage treatment works, as well as a range of smaller facilities and depots.

All locations receive remote service support, both for their fleet of personal monitors as well as in excess of 160 installed fixed systems.

## > Outcome and Benefits

“Our relationship with Crowcon is not just as a distributor; we are considered and consider ourselves to be a true partner focused on delivering the right gas detection solutions to our joint clients.

Crowcon has the ability and appetite to truly understand the client's needs, above and beyond the provision of product.

Working with Crowcon means that the level of satisfaction displayed by our clients is always high.”