

CASE **STUDY**

£250k IN DOWNTIME

**COSTS AVOIDED
BY ENERGY-FROM-
WASTE (EfW) PLANT
IN SOUTHERN
ENGLAND**

CS149



HAYLEY

DEXIS

HAYLEY DEXIS

LUBRICANTS // UTILITIES - ENERGY

Focus on **value**

**TRACK
UP**

KEY VALUE AREAS



INCOME



SPEND

THE SITUATION

A large energy-from-waste (EfW) plant in southern England had suffered a stoppage to their operations. The customer had fully depleted their stock of Shell Naturelle S2 hydraulic fluid, and the requirement was now urgent for 208 litres of the product. Other suppliers had quoted a five-day leadtime, which was deemed unacceptable.

THE SOLUTION

The HAYLEY DEXIS Online team, based at the Halesowen National Distribution Centre, received a call on the Monday morning, requesting assistance. The product was quickly identified as in-stock, thanks to HAYLEY DEXIS' long-standing authorised distributor status with Shell Lubricants. Work then began on arranging the soonest possible delivery for the customer.

A same-day delivery service was set-up, with the goods reaching the EfW plant by 5:30pm. Full operation of the line was reinstated shortly after.

THE RESULT

Thanks to the stockholding and same-day delivery service offered by HAYLEY DEXIS, the customer was able to reinstate the broken-down line the very same day as the issue was reported to the online sales team.

It is estimated that HAYLEY DEXIS saved the customer around £250k in downtime-associated costs that would have been incurred if the product would have remained on a five-day leadtime.

“

**OTHER SUPPLIERS
WERE ONLY ABLE
TO DELIVER IN 5
DAYS. HAYLEY DEXIS
DELIVERED SAME
DAY.**

”

TESTIMONIAL

“HAYLEY DEXIS immediately understood the urgency of the requirement as if they were part of our team. They managed to onboard us and get the oil from the West Midlands to us within 8 hours. Our other suppliers could only offer a 5-day delivery. From the start of our relationship, the team has provided good communication, quick feedback and made themselves available on countless occasions to assist. This level of commitment has impressed me, the way my contact engages with me and follows up on orders, means we get 10/10 customer service.”

CONTACT US!

Speak to your local HAYLEY DEXIS branch today!

You can find their details by using our online Branch Finder tool:

www.hayley-group.co.uk/branch-finder.

KEY BRANDS



KEY SOLUTIONS

Shell Naturelle S2 Hydraulic Fluid 46

KEY RESULTS

£250,000 in downtime-related costs avoided.

HAYLEY DEXIS stockholding enables same-day delivery.





HAYLEY

DEXIS