





# Onsite Support

We have over 300 service centres round the country ready to help with all hire needs. But sometimes the best solution is to take the centre to the customer.

## THE CHALLENGE

Contractors know what it means to be under pressure. Clients always want construction work completed as soon as possible, at the best price and to a high standard. That means budgets and programmes have to be managed carefully. Those are objectives that all sub-contractors and site partners must share.

ISG is one of the largest providers of new build, fit out and refurbishment services to the commercial and public sector. The business operates throughout the UK and internationally.

ISG values its supply chain partners and the experience they can bring to projects, as well as the advice they can offer and the innovations they can contribute. Recently HSS was challenged with increasing site efficiency on an important project for a major sporting association.

## THE SOLUTION

Working to strict cost and time parameters, ISG relies on supply partners to respond to needs quickly and effectively.

This is particularly important when the client is as prestigious as the Lawn Tennis Association and the project forms part of the new National Tennis Centre. The Centre, in Roehampton, southwest London, forms a new focal point for the game and provides a home for British tennis and the UK's most elite players.

To support the demand for efficient site operations here, we took the solution to the root of the need: following consultation with our customer, we opened a temporary HSS centre onsite to ensure ready access to our extensive range of products, both for hire – such as access equipment – and for sale – safety wear, for example.

With that contract completed successfully, ISG asked us to bring the same solution to another important project. This saw us establishing a temporary centre on the site of a major office refurbishment project in the City of London.

## THE BENEFITS

Bringing our business to ISG's sites is not simply about being a flexible and responsive hire partner.

As a solution to a problem, it brings a series of benefits: improved communication, greater teamwork, quicker response and enhanced efficiency overall. But it also underlines our commitment to playing a key role in a robust supply chain and to adding value through our services.

We're proud of our record of working successfully with a long list of companies in the construction sector. They know that with HSS on board they have the quick and easy access they need for a range of products and services essential to satisfying their own customers' requirements.