





Fit Out Fit In

Rapid response, backed up with good communication and effective teamwork, is critical for **Fit Out (UK)**, a pacesetter in the fast-moving world of shopfitting.

THE CHALLENGE

Fit Out (UK) is a leading interior fit out specialist that works in partnership with main contractors for a number of blue-chip retail clients including Sainsburys.

In addition to shopfitting works, Fit Out (UK) provides a full logistics service to the main contractor including setting up sites and providing all small plant, tools and access equipment.

In the retail sector, work is often undertaken outside normal business hours and, as a result, Fit Out (UK) frequently operates round the clock. Customer standards for quality, timing and health & safety are very high, and any service company in this business needs supply partners it can rely on without question.

THE SOLUTION

Flexible and responsive service – underpinned by effective communication – is a critical success factor for Fit Out (UK) when it comes to hiring the tools and equipment they need to satisfy project requirements.

HSS provides a quick response to all orders, sometimes taking as many as thirty requests – all to be fulfilled on the same day. For powered access equipment, crucial for Fit Out (UK)'s work, we provide a 4-hour response time. We regularly have 25-30 such units on their sites each month.

We have also been able to respond to special needs. For example, our product team sourced and purchased a new type of safety barrier necessary to meet project standards at Sainsbury's sites. We now supply these to Fit Out (UK) whenever they are required.

THE BENEFITS

The close working relationship that has evolved between HSS and Fit Out (UK) rests on a shared commitment to teamwork, good communication and a can-do attitude.

Our customer knows that they can count on us for a rapid response, tailored to precise needs.

The confidence that has grown from this has also led to new opportunities. For one end-user organisation, for example, Fit Out (UK) is developing a 'consolidated hire' strategy in which the company takes responsibility for meeting all sub-contractors' needs via our resources.

This offers a whole series of benefits. Rather than numerous companies making numerous trips to site, the HSS consolidated service brings greater efficiency and assured consistency in quality – and makes a direct contribution to environmental goals by reducing vehicle travel.