

Autoclenz Case Study



Above: Paul Goodwin – Director of Arbury Group (left) with Mick Ellis, Area Manager for Autoclenz.

TEN YEARS ON AND STILL GOING STRONG

The Arbury Group, West Midlands



If a business relationship is to survive the test of time it has to be based on mutual understanding, trust and ultimately success as both the Arbury Group and Autoclenz, which have been working together for over a decade, fully appreciate.

The Arbury Group was established in 2000 with a single Peugeot dealership in Nuneaton. Today, Arbury employs 165 people across six West Midlands sites and sells over 5,000 Citroen, Fiat, Peugeot, Skoda and Suzuki vehicles a year.

At the heart of Arbury's growth is an unwavering commitment to customer service and value for money. Values that are key to Autoclenz' services too.

"In 2000 we were looking for a supplier that could provide high quality, day rate valeting services and invited Autoclenz to come and talk to us," explains David Stenning, Managing Director of the Arbury Group. "We were very impressed with the bespoke valeting service they were offering and decided to give them a trial. Ten years later and we're still working with them."

"We have worked with Autoclenz since 2000 and we are delighted with the service they provide."

David Stenning, Managing Director of the Arbury Group



Autoclenz

Autoclenz' team works closely with Arbury staff and have become an extension of their team being on call at a short notice to help the group cope with holidays and illness or increase volumes and demand at key points in the year.

Paul Rawson, Divisional Manager Northern & Midlands Division for Autoclenz, understands how important it is to provide a flexible service to dealers. "We have been working with the Arbury Group for over ten years. I am very proud of that and it's all due to the fact that we offer a valeting service that fits Arbury's needs, is great value, professional and reliable."

Autoclenz works across the Arbury Group's private and commercial markets, new and used sales as well as the dealerships' service and maintenance operations.



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"We have worked with Autoclenz since 2000 and we are delighted with the service they provide. They are a professional extension to our team. Having them on site means we can be sure that we will receive a reliable and high quality service which will please our customers. We understand each other, trust each other and share the same professional approach. If we didn't we wouldn't have worked with them for so long," concludes David.©



Top: (from left) Paul Goodwin – Director of Arbury Group, Paul Ellis – Autoclenz Operative and Mick Ellis – Area Manager for Autoclenz.

Bottom: Paul Ellis Autoclenz Operative.

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