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FRAIKIN INTRODUCES NEW 24/7 CUSTOMER SERVICE SUPPORT CENTRE

Fraikin has opened a new 24/7 Service Support Centre at its Coventry HQ, providing its customers with a dedicated, year-round aftercare service for the first time.

The move underlines the company's renewed emphasis on bringing its maintenance and breakdown support in-house, moving away from using third-party contractors for out-of-hours calls.

Caroline Harrison, Service Support Centre Manager, says: "The new service will be an invaluable resource, helping to ensure we're able to offer better continuity in customer support, which will only help to strengthen and build customer relationships.

"We are now able to guarantee that a Fraikin employee is available on the other end of the phone, taking ownership of any customer issues and following them through until they're resolved. It's all about providing the best possible level of support 24/7, 365 days a year."

More than simply a breakdown call centre, the team are on hand to provide a range of additional services, including tyre management and vehicle checks, logging out-of-hours mechanical issues, over-the-phone roadside advice and spare vehicle fleet management support.

For NHS Blood and Transplant, one of Fraikin's longest-running fleet management contracts, the new 24/7 service is a welcome addition and potentially, a lifesaver.

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John Lowden, National Fleet Engineering Manager, NHS Blood and Transplant, says: “Fraikin has consistently maintained a 98% vehicle availability rate across our fleet – it’s why we have worked with them for close to 20 years. However, breakdowns do happen, so having access to a Fraikin employee who understands the intricacies of the work we do, rather than relying on a third-party who may not, will be a huge advantage when it comes to ensuring the vital cargo we carry is back on the road as quickly as possible.”

Martin Benning, Fleet Compliance Officer from long-standing Fraikin customer Macfarlane Packaging, adds: “Fraikin has been supplying vehicles to us since 2018, and the work they have done in that time to minimise vehicle downtime and keep our trucks on the road has been excellent – something that will only be strengthened with this new, dedicated 24/7 support. Being able to speak directly to Fraikin out of hours will provide an extra level of reassurance for our operation, which can only be a good thing.”

The new centre is fully operational and staffed by a dedicated, highly-trained team that are fast proving a valuable asset to Fraikin and its customers.

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Notes to editor:

About Fraikin

[Fraikin Ltd](#) is part of the [Fraikin Group](#), the largest commercial vehicle fleet services company in Europe, providing expert fleet management, contract hire and rental solutions to both the private and public sectors. The Fraikin Group, established in France in 1944 by Gérard Fraikin, has operations in 11 countries, with more than 2,800 employees, 7,000 clients, 157 branches and a fleet of more than 58,000 vehicles. Its operations span Belgium, France, Germany, Italy, Luxembourg, Netherlands, Poland, Saudi Arabia, Spain, Switzerland, and the UK.

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