



EUROX

EUROX'S PARTNERSHIP WITH SUTTONS TANKERS

Eurox's commitment to delivering exceptional service and support

Client Overview

Suttons Tankers, a prominent UK-based logistics company places the PPE & Uniform category in their critical spend category. Beyond ensuring protection, they prioritise employee comfort and adherence to their brand guidelines.

The Challenge

In 2023, Suttons Tankers sought a reliable supplier for their PPE & Uniform category. The tender process was highly competitive, involving their incumbent supplier of 10 years and seven other contenders. The decision-making working party included representatives from SHEQ, Operations, Finance, and Procurement.

Eurox's Solution

Eurox entered the tender process with a focus on offering competitive pricing, industry knowledge, and the required technical support. After a thorough evaluation, including price, industry expertise, and technical support, Eurox was awarded a three-year contract in October 2023.

Implementation and Support

To ensure a smooth transition, Eurox supported wearer trials and dedicated time at one of Suttons' main sites. While initial implementation had minor teething problems, Eurox quickly addressed and resolved any issues. This swift and efficient problem-solving approach helped integrate Eurox's services seamlessly into Suttons' operations.

Innovative Solutions

Eurox provided a bespoke online portal tailored to Suttons' operational needs, significantly streamlining the ordering process. Additionally, Eurox helped reduce Suttons' administrative burden by consolidating 220 monthly invoices into a single monthly invoice, enhancing efficiency.

Conclusion

Eurox's commitment to providing tailored, efficient, and supportive solutions has solidified their partnership with Suttons Tankers. This highlights Eurox's ability to deliver exceptional service and support, ensuring both protection and comfort for Suttons Tankers' employees.



SUTTONS

