



NEWS RELEASE

REALTIME MOBILE TECHNOLOGY HELPS GIRBAU UK RAISE THE LAUNDRY EQUIPMENT SERVICE BAR

London, 19 February, 2008 – Girbau UK, part of the Girbau Group, world-leading manufacturer of commercial and industrial laundry equipment, has invested heavily in new people and new technology to enable it to further raise the industry-leading standards of its 364 days a year service operation.

In 2007 Girbau UK merged with JHC Laundry to bring together the resources of a leading manufacturer, Girbau Group, with JHC Laundry's national service coverage and response times that were already the envy of the UK laundry industry. It has now recruited additional CORGI registered service engineers and equipped all of its expanded team of service engineers and installation engineers with handheld computers that have helped to transform customer service.

Maurice Beasley Service Director at Girbau UK summarises the impact of the new real time technology: "We can allocate jobs to our engineers immediately after our customers call us and our engineers have the flexibility to reschedule their days, as required. Every engineer can also use the devices to check while on the job if he has the part he needs in his van, or the nearest engineer has one, or if one is available immediately from our warehouse stock. It has revolutionised our service operation by making us more responsive and much more efficient than a paper based system could ever be."

The new system has made it easy for Girbau's administration team and engineers in the field to communicate by phone, by e-mail or by instant messaging, all using the same handheld device. This, combined with improved spare parts availability has enabled Girbau UK to raise its first time fix rate to an industry-leading 94%.

Peter Marsh, Managing Director added, "At Girbau UK we now offer our customers an outstanding nationwide service operation combined with the manufacturing and innovation resource of the global Girbau Group. I believe it is a winning combination for Girbau UK and more importantly, for our customers too."