

# Case Study



## How's That for Customer Service!

When an engineering company in the North East needed swift delivery of 10 boom and scissor lifts for an emergency job they turned to AFI.

AFI Regional Operations Manager, Donna Beckett, acted quickly to make sure the powered access equipment reached Hebburn-based Wathom Engineering the very next day so their 20 contractors could begin urgent pipework replacement for a customer in the area.

**Garry Wake**, Managing Director of Wathom Engineering, said:

“I telephoned AFI’s North East depot late Thursday evening as I needed 10 cherry pickers for the following Saturday morning. I honestly thought that we would struggle to get all 10 machines at such short notice but AFI came up trumps and all were delivered to site by the Friday afternoon, ready for us to start work early the following morning.”

“I was very impressed with the speed of delivery. We have been AFI customers for over five years and I have nothing but praise for their staff and would gladly recommend AFI to others,” he added.

**Carlo Vinci**, AFI Customer Service Director, said:

“Our customers are at the heart of everything we do and we strive very hard to deliver excellent customer service. It’s great to receive such positive feedback from Wathom Engineering and to be appreciated for our deep commitment to supporting our customers.”

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*- Garry Wake,  
Managing Director of  
Wathom Engineering*



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