



Jackson KPI Performance Helps Win Maintenance Contract

Situated in Brierley Hill near Dudley, West Midlands, the Merry Hill Shopping Centre is the UK's eighth largest shopping centre. It has over 200 stores, including major retailers like Marks & Spencer, Boots, H&M, JD Sports, Flannels and River Island. It also has over 40 restaurants and coffee bars in the Eat Central food court.

For some time, Jackson has been working with several of the centre's larger retailers who have both lifts and escalators located within their stores. Recently, the Centre's Management team undertook a review of their maintenance agreements that cover the centre's 10 escalators and 30 lifts. One of the objectives was to improve the reliability of the equipment and at the same time access contact costs and value.

As part of the Centre's maintenance review, Jackson was asked to participate in a competitive tendering process for the maintenance of the 10 escalators and 30 lifts. This required Jackson Sales Engineers working from our Lichfield (Birmingham) office to visit the centre to meet with Merry Hill's Management Team and undertake some equipment status surveys.

Following on from our visit and discussions with Merry Hill's Management Team, Jackson submitted a detailed tender to address the KPI requirements for the equipment maintenance and call-out attendance. Subsequently, we had a further meeting with the client at Merry Hill to discuss the tender and demonstrate examples of our success when maintaining closed protocol lifts and escalators installed in similar environments.

Several days later, we were all delighted to be informed that Jackson had been awarded the maintenance contract for Merry Hill Shopping Centre's 10 escalators and 30 lifts.

Today, Jackson local engineers reporting to our Lichfield offices are not only looking after several of Merry Hill Shopping Centre's retailers' lifts and escalators but also the units in the public areas that facilitate easy and safe access in and around the Merry Hill Shopping Centre.