

# MGROUP SERVICES CASE STUDY



## Client Introduction

MGroup Services deliver a range of essential infrastructure services within the Water, Energy (Retail and Infrastructure), Transport and Telecommunication in UK & Ireland. MGroup Services, a trusted employer to c. 9,000 skilled specialists working from 100 locations, operates a divisional structure aligned with its end markets.

## Client Brief

Due to the diverse range of job roles within MGroup Services, they required a supplier who could be their one-stop-shop for all technical workwear, corporate wear and PPE for all their divisions.

As with all uniform, it's an effective way to provide a good first impression to the customer about the company. By DCC managing the MGroup Services requirements for all their uniform, the brand can also have a cohesive look which shows professionalism.

Ranges of requirement include an extensive range of Arc Flash protective equipment from coveralls and trousers to polo-shirts and sweatshirts. A full offering of head-to-toe PPE, corporate branded uniforms for domestic housing personnel and leisurewear.

## MGroupServices

**9,000**  
wearers

**500+**  
orders per  
month

**900**  
items in the  
range

Utilities, Water, Gas,  
Energy, Transport,  
Tele-coms.

## Our Solution

On contract commencement DCC worked closely with key MGroup Services personnel to understand the requirements of the business for all Head-to-Toe protective clothing. After many discussions with our supply chain, DCC provided a rationalised range of PPE to best suit the needs of MGroup Services. All ranges were tried and tested by MGroup Services before inclusion into the range. Their product range was decreased by 23% allowing DCC to hold good levels of stock for the duration of the contract and to enable lower prices.

DCC arranged for all items to be catalogued and applied to an online ordering portal for ease of access and supply to MGroup Services personnel.

MGroup Services were keen for DCC to explore inclusion of a range of ladies clothing which also included Arc Flash protective products. DCC can confirm that a range of Ladies Arc Flash products are stocked and supplied for MGroup Services.

## Continued Support

DCC deliver in excess of 500 orders per month for MGroup Services which has seen the contract grow from 3000 staff to 9000 during the contract which commenced in Jan 2014 and continues to grow further to this day.

48-hour lead times are managed and worked as part of our agreed SLA and MI reporting is provided monthly via our nominated Senior Account Manager. Currently DCC are performing in excess of 96% on delivery performance and looking to improve this as ongoing commitment to MGroup Services.

The Account Manager works with MGroup Services PPE steering committee to ensure we are providing up to date PPE and conforming to the correct legislative requirements. On many occasions DCC and the supply chain hold meetings with MGroup Services to showcase innovations hitting the market-place. Any new innovative or required PPE products are agreed and signed off in advance with MGroup Services Health & Safety Officers before inclusion into the range.

DCC have recently supported MGroup Services by donating products deemed obsolete from their stock held portfolio due to changes in demand and requirement. The products were supplied to a charitable organisation in Birmingham at the request of MGroup Services.



## Contact us today

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