



Final Mile: The smart choice in intelligent lockers

How we helped Calor Gas go further for their customers, by bringing their lockers closer to their engineers

Calor Gas is an invaluable source of energy. Especially to families and businesses off the mains gas grid. Final Mile lockers have made it easier, quicker and more sustainable for them to deliver their service. And customer promises.

Make a great service, exceptional

Calor Gas was 85 years young in 2020. It's a company with a rich history, but it's not standing still. Calor Gas is always innovating to make its customers' lives better. And our planet greener.

The energy it supplies is a lifeline to rural homes and businesses. As well as a source of summer fun, as it fuels barbecues from the Cornish coast to Loch Lomond. But servicing a wide range of customers, often in remote locations, can be challenging.

Calor Gas wasn't new to locker solutions. It had an existing supplier. Yet it wanted to explore other options to see if it could deliver even higher standards of customer service.



"We're always innovating to make our customers' lives better. This is our mission, for present and future generations."

Alistair Lovell,
Head of Engineering, Calor Gas

Putting better customer service within easy reach

We have more than 1,800 secure intelligent locker sites around the UK. That are accessible 24/7. Placing Calor Gas engineers within a 15-minute* drive of their parts and equipment.

This allows them to get hold of what they need quicker and easier. So they spend less time on the road, and more time doing maintenance checks, installations and attending emergencies. Ultimately, delivering a better service to customers.

Being closer to lockers also lowers their travel costs and environmental impact. Plus, engineers are less stressed and more productive. “We estimate we’re driving 145 miles less per day,” said Alistair Lovell, Head of Engineering, Calor Gas. He adds that this is, “cutting our carbon emissions by 11.5 tonnes per year.”

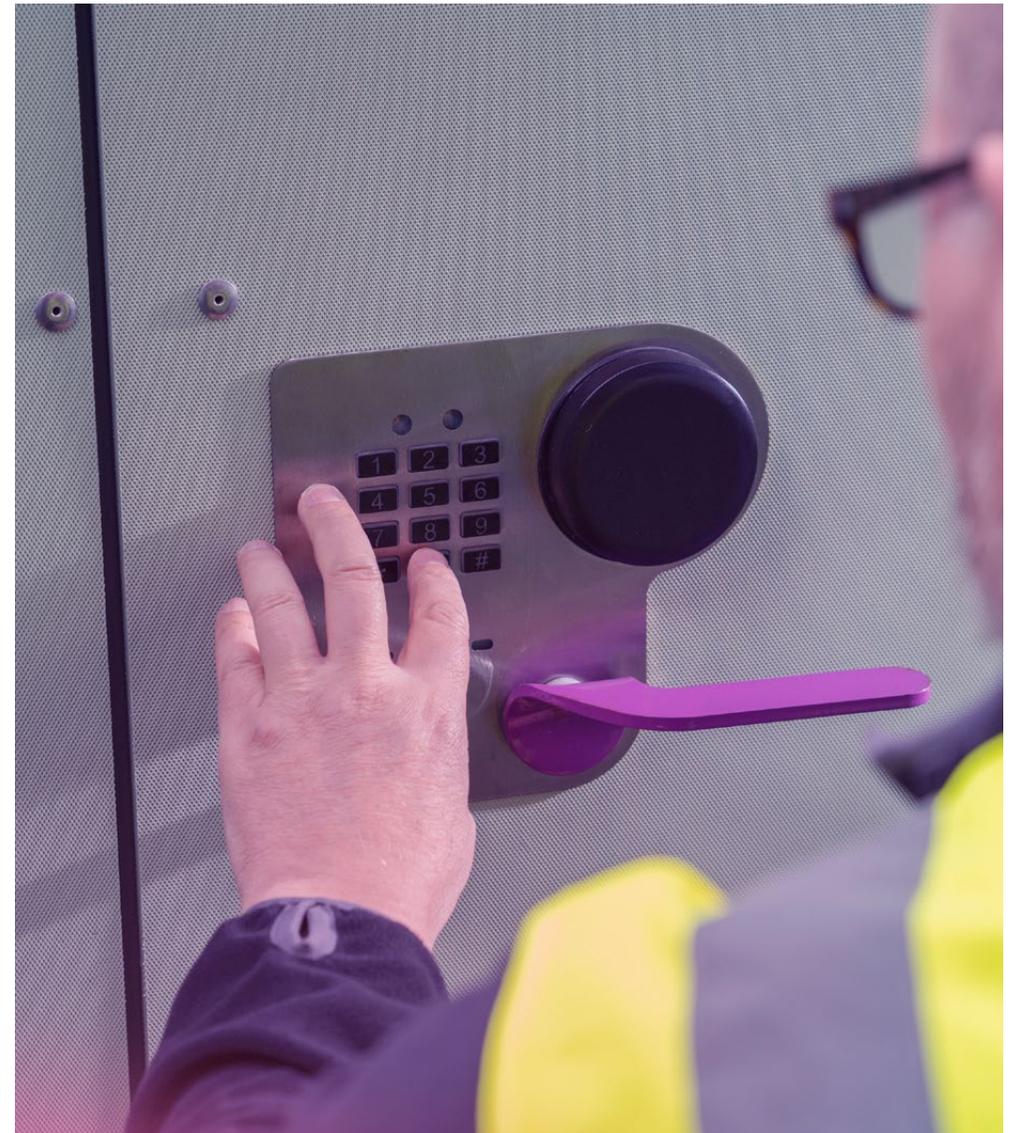
Our lockers are also larger than what Calor Gas used before. So it needed fewer part deliveries. And it can send coils of gas pipe to the lockers, rather than to customer premises, helping save a few more pennies. The engineers can now also park next to the lockers, meaning less lifting and shifting.

Smiles all round

Lower costs. Time savings. Safer for engineers. Kinder to the planet. But most importantly, their customers are happier.

“Engineers are arriving at their first appointment on time more often. And our first time fix rate has increased,” said Alistair. This should help boost customer retention and recommendation rates. Making Final Mile, a truly intelligent locker solution.

* Terms and conditions apply. See finalmile.bt.com/terms-and-conditions.html



Offices Worldwide

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