

## Positive trading results for service provider

2 years ago



[Hobart Service UK](#) has shared the news that it has exceeded 2019 trading levels following a turbulent time for the industry over the last few years.

Turnover at the Peterborough-based UK headquarters increased by 33% last year versus 2021 and is set to exceed £30m in 2023.

Managing director Keith Mackie commented: “Hobart Service has worked extremely hard to maintain and exceed Service Levels for our clients, we are now in a stronger position for 2023 due to operational changes we have made from our 2020/2021 learnings.”

During 2022, members of the service delivery team were also awarded Cambridge University Hospitals’ Covid Star Awards in recognition of their dedication and contribution throughout the pandemic – which has further raised awareness of the company’s proven capabilities, leading to reported growth.

Due to marketplace demand and new client wins within healthcare and education, the business also increased its workforce of UK wide technicians during Q2 2022 with a 12% growth of the service delivery teams.

Looking ahead to 2023, the company plans to continue to offer an unrivalled service and parts solution for Hobart warewash and Bonnet cooking equipment to support its nationwide customer base, both existing and new.

As the service arm for the manufacturer, it has unique capabilities such as parts availability and access to bespoke diagnostics software. A dedicated sales structure focused solely on service and maintenance ensures customers get expert advice on the best solution for their needs.

Route optimisation technology has also recently been introduced to enhance the ability of the dedicated planning team to deliver increased operational and environmental efficiencies – as part of Hobart Service sustainability planning – which will also benefit customers.

Operations director Christian Hampshire said: “Our route optimisation strategy ensures cost, time, and energy-efficient routes are provided to our technicians delivering not only operational benefits but also significant environmental benefits in terms of fuel saving. Our route planning software allows complex, multiple service interventions which will further set our team apart from the rest of the industry

The company has also implemented a comprehensive environmental and social responsibility governance strategy to ensure all its operations meet stringent standards. The use of cleaning chemicals is instrumental to this strategy; the company recently released a very competitively priced cleaning chemical product specifically for use with Hobart equipment that, during intensive field trials, has proved to require up to 50% less chemical per wash.

In addition to operational changes, the company supported its workforce with the rising costs of living by offering a one-off payment of up to £1,000 in July 2023.

Mr Mackie commented: “Our people are our most powerful asset. Throughout the past few years, their resilience, commitment and adaptability has been extraordinary – this is a token of thanks from the business to support them and the value they bring.”