

SWIFT MOBILISATION FOR NFU MUTUAL'S LIFE SAFETY SYSTEMS

CLIENT

NFU Mutual

COMPANY SECTOR

Insurance

KEY ELEMENTSSafeguarding
Innovation**KEY CLIENT CHALLENGE**

At the beginning of 2024, NFU Mutual faced an urgent challenge. With little notice, they needed to commence the servicing of their Fire Life Safety systems across their extensive estate. This task required immediate action and efficient resource management to ensure compliance and safety standards were met without disrupting the organisation's operations.

PROJECT SOLUTION

EA-RS stepped in to address this challenge with a comprehensive and rapid response strategy:

Enhanced Engineering Support: Recognising the critical need for timely servicing, Surefire allocated additional engineers to the project. This increased manpower ensured that the Fire Life Safety systems across the NFU Mutual estate could be assessed and serviced promptly.

Dedicated Account Management: To streamline communication and coordination, Surefire appointed a dedicated account manager. This role was crucial in providing a single point of contact for NFU Mutual, ensuring that all enquiries and issues were addressed swiftly and effectively.

Administrative Support Team: Alongside the account manager, a specialised administration team was established. This team handled the scheduling, documentation, and tracking of all servicing activities, ensuring that every task was logged and monitored for efficiency.



CASE STUDY

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Regular Progress Reviews: To maintain transparency and keep the project on track, EA-RS organised weekly Teams meetings with NFU Mutual. These sessions provided a platform to review the progress of the Fire Life Safety servicing, address any emerging issues, and adjust plans as necessary.

PROJECT RESULT

The implementation of this strategic approach yielded significant positive outcomes:

Reduction in Overdue Servicing: By mobilising additional engineers and optimising the scheduling process, Surefire swiftly brought all overdue servicing back on track. NFU Mutual's Fire Life Safety systems were restored to their regular servicing schedule, ensuring compliance and enhancing safety.

Improved Performance: The dedicated support and regular progress reviews facilitated a noticeable improvement in the overall performance of the servicing activities. The efficiency and effectiveness of EA-RS's approach were acknowledged by Andrew Parkes, a key stakeholder at NFU Mutual.

Optimised Meetings Schedule: Given the steady progress and improved performance, Andrew Parkes expressed satisfaction with the results. Consequently, the frequency of the Teams meetings was adjusted from weekly to bi-weekly, reflecting the increased confidence in the project's ongoing success.

Through rapid mobilisation and a well-coordinated approach, EA-RS successfully addressed NFU Mutual's urgent Fire Life Safety servicing needs. The combination of additional engineering support, dedicated management, and structured progress reviews not only resolved immediate challenges but also set a foundation for sustained performance improvements. This case study exemplifies EA-RS's commitment to delivering effective solutions under tight deadlines, reinforcing their reputation as a reliable partner in Fire Life Safety management.

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