

WEBSITE

CASE STUDY – 200 YEARS OF BIBBY DISTRIBUTION, FIRST YEAR WITH COMMERCIAL CONTRACT ENGINEERS

2007 marked not only the 200th anniversary of the Liverpool-based Bibby Line Group, and also Bibby Distribution's first year with Commercial Contract Engineers.

Bibby Distribution operates over 70 depots throughout the UK. The Group diversified into the distribution and warehousing business in 1985, following a long and established period as a successful, internationally recognised shipping company which continues to this day.

Bibby Distribution has developed a close working relationship with CCE at five Northern area depots, from Liverpool to Leeds, for the repair of its accident damaged vehicles.

Karan Evans, the Insurance Administrator at Bibby Distribution, Liverpool, commented on the first year with CCE: "Commercial Contract Engineers was recommended to us by Zurich Insurance and we are pleased to say that Phil's team now carries out nearly all the accident repair work for the majority of our Northern depots.

"CCE has certainly developed a reputation here at Bibby Distribution as an organisation that goes out of its way to provide an excellent service, more than willing to collect and recover a vehicle wherever an incident took place. They are always highly responsive and the level of communication CCE provides, in terms of regular updates and information on a particular job, is outstanding.

“We are confident in the CCE operation and whenever we are looking at prospective insurers, we always recommend that CCE is included in their supplier lists. But the most important aspect from my point of view, is that Phil and CCE take the hassle out of what can sometimes be a very frustrating job.”

Phil Ewbank added: “Bibby Distribution has a strong reputation in the market and we are pleased the operation has recognised our commitment to service. One of our key USP’s is our dedication to communicate with our clients throughout the job. This is clearly of benefit to an organisation such as Bibby Distribution, where it is vital that vehicles are off the road for the absolute minimum duration.

“We look forward to a long term relationship between our two organisations.”