

## STOP PRESS

### Phil Ewbank appointed Chairman of the Rochdale Development Agency

Phil Ewbank is the new Chairman of the Rochdale Development Agency.

Phil commented on his appointment: 'I am honoured to become Chairman. My aim is to focus on the key areas of investment, development and regeneration for the benefit of Rochdale's businesses and residents alike. Rochdale has served my company well, being centrally located and served by an excellent communications network and I am delighted to be taking on this important role.'

## NEW WEBSITE LAUNCHED



Phil Ewbank proudly launched the all new CCE website last month.

Phil said: 'As part of our plans for CCE and our marketing drive for 2006, I am delighted to announce the launch of our new website, which has become a key means of raising the awareness of our services in the repairs and maintenance sector. The new site is well designed and simple to navigate – customers have the option to order online – this will make the process of ordering and estimating much more efficient and cost-effective.'

'Again, CCE seems to be leading the way in terms of customer service and technology. I hope you will spare a few minutes to log on to our site – let me know what you think!' added Phil

The new website address is [www.commercialcontract.co.uk](http://www.commercialcontract.co.uk)

# CCE- A QUARTER OF A CENTURY OF SUCCESS

## Commercial Contract Engineers celebrate 25th anniversary this year.

**Rochdale-based Commercial Contract Engineers enters a new chapter in its success story as it prepares to celebrate its 25th anniversary later this year.**

CCE, which started life with just a handful of staff, now employs 48 people and is confidently positioned within the top four accident repair and vehicle maintenance specialists in the country for cars, commercial vehicles, trailers and vans.

Commercial Contract Engineers moved to its current purpose built site in 2000. It offers probably the most efficient use of space in the industry today. Forward planning has produced a high tech facility offering not only 27,000 sq ft of workshops and parts storage, but also a massive 100,000 sq ft of vehicle parking/storage area all of which maximises the productivity and throughput in all departments of the site enabling projects to be undertaken with total confidence in the knowledge that only the highest standards are maintained and deadlines are achieved on time.

Managing Director Phil Ewbank believes CCE's Rochdale base is a major advantage for the company, being positioned in the centre of the UK and at the heart of the motorway network. "Our customers are comfortable that we can service all their

accident repair and maintenance requirements from our headquarters site. We have all our facilities under one roof and can, in effect, offer a one-stop shop service to any customer wherever they are based in the country," he said. Although naturally proud of such accolades, Phil Ewbank stressed that the reason for this success is the commitment and quality of his employees.

Phil's personal story as a CCE employee is a remarkable one. He joined CCE as a 23 year-old qualified mechanic at its original site and within 12 months had acquired the 10 per cent shareholding of the business with his wife Wendy. In 1987 the Ewbanks acquired 80 per cent and soon after the total 100 per cent shareholding.

Today, the company is very much a family affair with Phil at the helm as Managing Director, Wendy as Financial Director, daughter Michelle having previously been service manager is now greatly involved in sales administration and staff training and 21 year-old son Lee, a panel beater who has completed his apprenticeship and is now progressing his career within the company.

Phil Ewbank says: "This company has a great workforce and a



The CCE Headquarters in Rochdale

great future. We already have a solid customer base who ensure high levels of repeat business.

"If you had told me when I was a 23 year-old mechanic that I would own and be running one of the most successful operations in the industry within 25 years, I probably wouldn't have believed you..." Phil proudly added.

## A TRUE ONE STOP SHOP

CCE offers a true 'one-stop-shop' to its customers, whether they are operators of large fleets or private individuals.

Phil says: "With our state-of-the-art facilities we are delighted to be able to provide services across the board, from complete repair and maintenance schedules to preliminary advice and costing following an incident and from the refurbishment of vehicles and bodywork to the preparation and painting of all types of vehicle. Our planned maintenance service is well received in the industry and is major factor in reducing operators' costs and increasing their efficiencies."

A key service offering, which Phil believes is unique in the sector, is a replacement hire vehicle (in a variety of sizes) so that distributors can avoid expensive downtime – a service much appreciated by drivers and fleet operators alike. This innovative service was recognized by the industry when CCE received the Bodyshop Magazine Award in 1999. Also in the same year, CCE was nominated for the Bodyshop Commercial Vehicle Award, which the company actually won in 2001.

"Here at CCE we deliver the full range of services that our customers require from a repairs and maintenance operation of our scale and reputation. We are very proud of the result."

# CCE – CASE STUDY IN ACTION

## CASE STUDY 2: BTS HAULAGE



**BTS Haulage has over 40 years experience in the distribution sector, with its operation centred on extensive depot facilities in Carrington, Manchester.**

Ian Knightingale, Maintenance Manager at BTS, is responsible for 84 tractor units and 200 units said: "BTS is very customer focused and we pride ourselves on delivering whatever the customer

wants – we have a nucleus of clients, but a great deal of our business is very varied, with our reputation for responsiveness a key factor in our success.

"We require the same level of service – quality, reliability and the highest possible standard of work. Our trucks are our very visible image – so we obviously demand the best.

"If we estimate that a repair will take less than two hours, we do the work in-house. Otherwise, we call on the services of Commercial Contract Engineers and Phil Ewbank. I have always found him very obliging, and at both professional and personal levels we get on very well. Their collection and delivery is on target – if they say two to three weeks that's what we get – a good turnaround and a neat and tidy finish.

"Phil proves especially valuable with his knowledge in dealing with insurance companies and he knows all the pros and cons involved. This is very helpful when each incident seems to be completely unique!" "We have worked well together over the years,"

commented Phil, "our businesses succeed because of our commitment to our customers and delivering our promises. Commercial Contract Engineers aims to provide a one-stop-shop; from recovery and providing estimates to repair and maintenance to paint-work in a state-of-the-art facility, with highly experienced, fully trained staff.

As to Ian's comments, Phil added: "We have a close relationship with the insurance companies - supported by insight days and joint training programmes where both parties can gain a better understanding of each other's perspective."

"I would be happy to give CCE a 9/10 for service. But, perhaps most important of all, when our trucks come back from Rochdale, our drivers go away happy." Ian concluded.

