

Analox & City Dispense join forces to bring **hassle free** **installations** to their customers



Analox is excited to announce that we have joined forces with **City Dispense**, a certified UK installation and maintenance partner.

City Dispense has installed Analox analysers for Air Products for over 15 years but wanted to develop a direct relationship with Analox.

Now, with one simple contract and zero hassle, customers can buy an Analox analyser and City Dispense will offer a full service package to accompany it, including:

- Emergency maintenance response
- Professionally approved installers
- Varying levels of service agreement



“...we work with Analox to ensure all the work is completed to the very best standards.”



Matt Lambert, Senior Account Manager said 'We are delighted to be partnering with City Dispense. Analox wanted to extend its support network for customers, by working with them we can offer an engineer site service. It is great to work with such an experienced company and City Dispense mimics Analox by being a proud organisation whose customer service is paramount to them'

We recently interviewed **Andy Fletcher**, the **MD at City Dispense**, and discussed why they chose Analox to partner with and how this new relationship can benefit customers.

How would you describe your company and the role you play?

City Dispense is a **National Drinks Dispense Company** operating in the hospitality industry and is a leading independent national service provider.

Since we opened our doors in 1990, we have been lucky enough to work with some of the UK's blue chip PLC international & regional brewers, pub companies and leisure industry retail customers.

I'm one of two co-founders and Managing Director. I'm really looking forward to what the next thirty years will bring!

How will the new Analox partnership help customers?

We are your newest distribution partner, supporting the sale of monitoring units and offering national installation and maintenance services. **We supply a national survey offer before every installation** and our quotes are based on the outcome of those surveys. Whether it's a national fixed maintenance agreement or ad-hoc service visits and annual maintenance checks, **we work with Analox to ensure all the work is completed to the very best standards.**

City Dispense has over 25 years of experience as a service provider.

But you don't need to take our word for just how good they are, just take a look at some of their valued customers:

AIR PRODUCTS

MOLSON COORS beverage company



GREENE KING
BURY ST EDMUNDS

Asahi

What attracted you to work with Analox?

The business installs Analox monitors for Air Products and it's a great relationship, so we decided to extend our offering and identified a **brand we'd also love to work with – and that was Analox.** We contacted Analox directly and after sending over a summary proposal, we were delighted that Matt Lambert (Analox Senior Account Manager) contacted us to take discussions forward. As everyone was in lockdown, it was a Zoom meeting with Matt. Following that virtual meeting, both parties agreed to complete the partnership by January 2021. It's an exciting time for both businesses!

What does the future hold for City Dispense?

As with many other businesses at the moment, **trading through this pandemic is a priority.** There will undoubtedly be trading restrictions in place heading into next year but we are in a good position to be capitalising on reduced competition and any upturn in spending from customers.

We are also keen to pursue new business with our independent national footprint. This commercial ambition can be supported by strong organic growth

and value for money acquisitions if and when those opportunities become available. In the meantime, we will continue to **invest in our people** through training and coaching/mentoring courses. **Investment in our IT systems** will ensure we continue to supply real time reporting, new technology support and portal access for our clients. More importantly, our main priority is to continually **keep our people safe** through H&S training and consistent reviews of all our H&S practices & procedures to achieve **CHAS (Contractors Health and Safety Assessment Scheme)** approved systems year on year.

Let Analox and **City Dispense** support you and your analyser, our new service package is available to purchase now!

Contact the Analox sales team on 01642 711400 for further information and to discuss your installation requirements.



You can call us

UK/Global: +44 (0) 1642 711 400

US Office: (714) 891 4478

US Toll Free: (877) 723 3247

You can email us

info@analoxgroup.com

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Your Challenge, **Our Passion**