



ProGARM[®]
PROTECTING LIVES

KCOM GROUP

CASE STUDY

TRUST THE ARC FLASH SPECIALISTS | WWW.PROGARM.COM

KEY SUMMARY

Customer name: KCOM

Location: Hull, UK

Business sector: Telecoms

Year of order: 2023

Business requirements: High quality reliable FR and Arc Flash clothing, without service delays experienced with existing supplier.

AN OVERVIEW

KCOM engineers can now rely on world-class safety gear thanks to ProGARM's specialised expertise, locality, and fast delivery times. Previously, the prominent broadband provider faced considerable delays in obtaining Flame Resistant (FR) and ARC Flash resistant clothing, resulting in the need to source equipment from multiple companies within the Arco range.

To streamline the process and ensure the protection of its expanding network of 30 newly recruited engineers, KCOM sought out a Personal Protective Equipment (PPE) provider that shared its passion for health and safety and provided high-quality protective clothing. The choice was clear, and ProGARM emerged as the preferred supplier exceeding all expectations and delivering clothing six weeks ahead of schedule.



HELPING KCOM MEET ITS OBJECTIVES

KCOM's top priority was to equip its engineers with high-quality FR and ARC Flash-resistant clothing from their base layer to their gloves. To achieve this objective, KCOM sought out a supplier with an excellent reputation for quality, customer service, and fast delivery. This would ensure that, regardless of the circumstances, KCOM could rely on us to provide replacement items or full FR and ARC Flash-resistant kits for new full-fibre expansion (FFE) and internal construction team (ICT) engineers promptly and with complete confidence.

“ Compared to the traditional 8-12 day return and redelivery policy, our ability to replace incorrect sizes within hours is a significant advantage. ”

THE INITIAL ORDER

In November 2022, our account manager Iona Fleck received an urgent request for high-quality protective overalls from KCOM. We were able to deliver the initial order within just two weeks, significantly reducing the lead time compared to their previous supplier's four-month delivery window.

Oliver Lockton, the Civils Team Leader at KCOM, was amazed at our 95% product availability in the UK, which played a crucial role in reducing delays. They were also highly impressed with our comprehensive range of PPE, prompting Oliver's engineering manager Ben Hassett to arrange an urgent meeting with Mark Lant our Head of Distribution Sales. After seeing the range of products on offer, Ben was convinced that our clothing would provide KCOM engineers with the best possible protection while on the job.

“Safety is paramount to KCOM,” emphasises Oliver, “Our engineers have always been issued with full FR and ARC resistant overalls but once we realised we could take protection a step further, it was an easy decision. We wanted to remove any chance of injury while our engineers are out in the field.”



THE INVESTMENT

Following an investment of more than £70,000, we were able to provide 80 of KCOM's current ICT and FFE engineers, as well as new starters, with a protective clothing package that included specialised FR and Arc Flash PPE such as base layers, tops, T-shirts, dungarees, and gloves. The order was placed in February 2023, with a target delivery date of April. However, due to our close partnership with Arco, we were able to deliver the clothing six weeks ahead of schedule, in March 2023, surpassing KCOM's expectations.

“The rollout of the new ProGARM PPE has resulted in a significant positive impact on KCOM's workforce. Not only has it improved morale, but it has also increased productivity while providing a safer work environment.”

ENHANCING THE CUSTOMER EXPERIENCE

KCOM highly commended our customer service approach, particularly Iona's personalised service and the valuable PPE videos and materials provided by Mark. Oliver expressed his satisfaction with Iona's efficiency in arranging quick replacements for incorrect sizes and providing lead times when items are out of stock. Compared to the traditional 8-12 day return and redelivery policy, our ability to replace incorrect sizes within hours is a significant advantage.

According to Oliver, not having the right PPE has a financial impact on the business as it hinders the employees from carrying out their assigned tasks. Consequently, Iona's prompt response in arranging replacements saves the business time and prevents revenue loss.

A POSITIVE IMPACT

The rollout of the new ProGARM PPE has resulted in a significant positive impact on KCOM's workforce. Not only has it improved morale, but it has also increased productivity while providing a safer work environment. Employee feedback has indicated that they feel more secure and comfortable while carrying out their duties.

KCOM has expressed its confidence in a long-term partnership with us, given our dedication to creating top-quality safety equipment to protect their employees. We take pride in our contribution to KCOM's success by delivering world-class PPE on time, ensuring a positive customer experience, and upholding our commitment to excellence.

