



a CAPITAL success

Shurgard Self-Storage

Prepared by Apex Lift & Escalator Engineers Limited

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Contract Overview

Client: Shurgard UK Ltd

Apex Lifts hold a maintenance, servicing and reactive repair framework agreement with Shurgard Self-Storage facilities across London, the South East and surrounding Home Counties.

Shurgard is the largest storage operator within Europe, with over 250 storage locations - providing a variety of units to the wider public. The contract sees Apex maintain over seventy lift units including traction and hydraulic passenger and, large goods lifts - enabling end users to transport storage to units throughout the vast storage spaces.

As a result of holding a long-term contract, Apex Lifts have established a sound client relationship and depth of knowledge on Shurgard's assets, supply chain, locations and partnership approach - of which is utilised to ensure operational success and delivery of customer service excellence.

Scope of Works

- > Provision of a bespoke planned preventative maintenance, emergency call-outs and reactive repairs with a first-fix approach.
- > The contract is overseen by a dedicated Contract Manager and Service Coordinator, providing on-hand technical knowledge and proactive daily updates.
- > Utilising in-house manufacturing facilities, Apex Lifts provides critical spare parts and where necessary, manufactured bespoke components.
- > Monthly and quarterly KPI reports are produced, including the measurement of planned and reactive performance, lift down-time, lift availability, customer feedback and, customer satisfaction surveys.
- > Additional provision of GSM unit simcards - ensuring emergency communication is always in operation and working effectively to deliver health and safety compliance.

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The lifts at one of Shurgard's 250 sites.