

CASE STUDY

Helping business make the grade

When call-handling experts PPT Solutions chose to apply for the ISO9001 quality standard, they turned to Manchester Solutions to help them make the grade. The Warrington-based company provides call-centre services, training and consultation for a wide range of clients in both the public and private sectors, from Scottish Power and United Utilities to online retailers. Achieving the ISO9001 standard would allow the team to hone their working practices, and take advantage of new business opportunities. PPT was keen to employ a specialist consultancy that could mentor them throughout the process, but were overwhelmed by the array of firms offering support. Company founder Diane Hewitt contacted Manchester Solutions and was supplied with a shortlist of recommended consultancies.

Diane said:
“Manchester Solutions understood our business, and knew the type of consultancy that would be a good fit for us. Being presented with a shortlist of tried and trusted companies saved us a lot of time and plenty of headaches.”



CASE STUDY

Henri Lloyd helped to chart new waters

When Manchester-based clothing company Henri Lloyd set its sights on the India export market, the team turned to the UKTI North West International Trade Team for support. The company, which specialises in hi-tech marine clothing and fashion, is one of Manchester's most successful exporters, with a strong presence in 22 overseas markets. India, however, represented uncharted waters for the company. David Peach, Henri Lloyd's International Market Director, approached the team for an insight into the market opportunities prior to a trade visit to Mumbai. David was provided with valuable market intelligence, and meetings were set up with UK Trade and Investment's representatives in India.

David said: “Taking your first steps into a potential new export market can sometimes be a little daunting, but the UKTI North West International Team proved to be a great ally.”