

3 Strategy in action

# Supporting the growing trend away from ownership

## Tenon

Tenon provides facilities management services for customer locations across the UK, including mechanical and electrical, cleaning, security and environmental. Wanting to refresh their entire fleet, and meet new Ultra-Low Emission Zone requirements at the same time, Tenon bought into Northgate's 'we buy, you rent' proposition – appreciating the better total cost values of rental as opposed to ownership.

We initially valued 66 Tenon vehicles and bought them to resell through Van Monster. We then established the arrangements for the 52 new vehicles Tenon needed, on our minimum-term contracts – four years for vans and three years for cars. Tenon preferred a fast turn around switch rather than a phased roll-out. Our **culture** ensures that we put the customer first, and keep things simple. So, over a two week period, across the UK, we either collected the vehicles from Tenon branches, or Tenon dropped them off when they collected their new vehicles.

## Culture

Culture is an integral part of our business and enables our people to align behind our growth strategy.

# 52

## New vehicles supplied

The 52 new vehicles Tenon needed were supplied, on our minimum-term contracts, helping our customer realise the benefits of vehicle rental.

