

# CALL CENTRE DIALS IN AGGREKO RENTAL POWER

Submitted by: Query Click Ltd

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Aggreko, the world leader in the provision of temporary power and temperature control services, proved the reliability of rental power when a customer's own back-up generator failed and an alternative power supply was required urgently.

Good Fellas' national call centre in Port Elizabeth relies heavily on consistent and reliable power to run its advanced telecommunications and IT equipment, which is in operation 24 hours a day, 365 days a year. The company's standby power plant failed during a weekly test and parts needed to repair the generator were not readily available.

Without standby power in place, the call centre was wholly reliant on power from the national grid, which had experienced power cuts in recent times. Being without a back-up power supply meant the risk of serious financial losses, so the management of Good Fellas looked for an alternative solution.

Aggreko (<http://www.aggreko.co.uk/>) was contracted to provide a standby generator of 60 kVA, which was installed on site immediately. Aggreko's wide range of generators, from 10 kW up to 1250 kVA, means that customers are able to hire the exact amount of power required whenever necessary.

Jonathan Bishop, Chief Executive, Good Fellas, said: "The power package Aggreko installed was so reliable that we took the decision to continue renting from them for the long-term. The team provides fantastic support and regularly tests and maintains the equipment, ensuring we have complete peace of mind."

Martin Foster, Country Manager, Aggreko South Africa, commented: "The upkeep and maintenance of power equipment, such as generator rental (<http://www.aggreko.co.uk/products---services-overview/power-generation-rental/generators.aspx>) can become expensive and inconvenient for a company when power is not its core business. Aggreko takes over that responsibility, leaving our customers to get on with their day job. We look forward to growing our relationship with Good Fellas in the future."

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## Editor's Notes

Aggreko plc is the world leader in the supply of temporary power and temperature control solutions. Aggreko employs over 3,800 people operating from 148 locations. In 2010 we served customers in about 100 countries, and had revenues of approximately USD 1.9bn. Aggreko plc is listed on the London Stock Exchange (AGK.L), is a member of the FTSE-100 index, and is headquartered in Scotland. For more information, please visit the company website at [www.aggreko.com](http://www.aggreko.com).

Aggreko provides power and temperature control solutions to customers who need them either very quickly, or for a short or indeterminate length of time. Examples would be the supply of power to an industrial

site which needs to service its permanent power supply, supplying a whole city in times of power shortage, or providing a major sporting event with power and cooling systems. We serve our customers either through our 148 service centres, which we call the Local Business, or globally through our International Power Projects business.

In the Local business, which accounts for about half of our revenues, we hire our equipment to customers, who then operate it for themselves, although we retain responsibility for servicing and maintaining it.

In the International Power Projects business, which also accounts for about half of our revenues, we operate as a power producer. We install and operate power plants and we charge our customers both for providing the generating capacity, and for the electricity we produce. We design and manufacture equipment specifically for these requirements in our factory in Dumbarton, Scotland.

Recent customers include the 2008 Beijing Olympic Games, the Vancouver 2010 Olympic Winter Games and the power utilities in over 50 countries including the UK, France, Angola, Kenya, Indonesia, Bangladesh, Venezuela, Chile, Brazil and the USA.

In 2010 we fulfilled almost 40,000 customers' assignments and when researched, 68% of them gave us a recommendation of 9 or 10 out of 10.

For more information, please visit the company website at: [www.aggreko.co.za](http://www.aggreko.co.za).

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