

UTL (Unipart Technology Logistics) has been working in partnership with Vodafone since 1999. Initially taking responsibility for the storage and distribution of new stock, the intervening years have seen UTL & Vodafone develop their partnership and grow together. Further services have been brought in-house, the most recent being the set up of an in-house Device Repair Centre (becoming the largest Repair Centre in the UK, repairing and refurbishing up to 100,000 devices per month) and the insourcing of Car Kit installations.

The bringing of further services in-house has given UTL and Vodafone full ownership of end 2 end processes, allowing closer control of the Customer experience and cost efficiencies.

Amongst the variety of services UTL undertake on behalf of Vodafone:

- ▶ Pre-Sales Logistics
- ▶ Warehousing
- ▶ Pick, Pack & Despatch
- ▶ Post-Sales
- ▶ Repair, Exchange & Refurbishment
- ▶ Vodafone Technology Operations
- ▶ Installations
- ▶ Vodafone Northern Ireland
- ▶ Specialist Customer Services
- ▶ Paging
- ▶ Asset Management

In December 2005, Vodafone and UTL further cemented their successful partnership by signing a 10 year contract taking their relationship far into 2015.

October 2006 saw the launch of a new fully integrated reverse logistics site in Nuneaton which has been designed specifically with Vodafone's requirements in mind and is over 4 times bigger than the previous site – a total of 303,000 sq feet!

The new Warehouse has enough room to accommodate 5 football pitches and has the capacity to store 22,000 pallets, allowing room for growth and expansion for years to come. UTL despatched 6.2 million handsets last year and now has the capacity and ability to increase despatch as circumstances require. Since moving to Nuneaton, productivity has increased significantly.

UTL offer innovative services to fulfil Vodafone's ever changing requirements and have the same aim – constantly striving for improvement and obtaining the highest levels of Customer Satisfaction.