

[Unipart and Vodafone sign ten-year deal](#)

Posted on Friday 24 November 2006

Vodafone UK and Unipart Technology Logistics (UTL) have announced joint investment in a state-of-the-art facility to manage all of Vodafone UK's handset and accessory storage plus distribution.

The multi-million pound centre, is based in Nuneaton. Employing 950 members of staff by April 2007, it will bring together logistics and returns for Vodafone's 340-plus retail stores as well as daily returns and direct supply to customers under one roof. The centre will also deal with handset repairs and Vodafone's control car phone fitting service.

The 10-year deal, unveiled along with the Nuneaton facility, represents the culmination of a relationship that began in 1999 when UTL was awarded a pre-sales logistics contract that centralised Vodafone's warehousing in the UK.

Nick Read, Vodafone UK Chief Executive Officer said, "This agreement will allow Vodafone to ensure customers continue to receive a first-class differentiated service. Our integrated model with UTL allows Vodafone UK to concentrate on other business activities, leaving the logistics to a specialist partner with a proven track record."

Unipart Group Chief Executive John Neill said: "This impressive joint facility is a very visible demonstration of the depth of the partnership which has grown between the two companies.

"Vodafone UK's management had the foresight to see that the future of outsourcing was to move away from the traditional, lowest tender model and embrace the Unipart model, where both sides work together to continuously reduce costs while improving the experience for the customer.

"Those customers rightly expect a world-class service and the only way to consistently meet that standard is for both Vodafone UK and Unipart staff to be equally committed to outstanding customer service."

Ends

For further information please contact Unipart PR Manager Mark Howard on 01865 383440 or 07717 542953