



FOR IMMEDIATE RELEASE 19th June 2014

Contact: Tamsin Jeff-Johnston, Group Communications
Tel: 01865 383068, email: Tamsin.Jeff-Johnston@unipart.com

UTL PICKS UP AWARD FOR BEST RETURNS AVOIDANCE AND BEST REPAIR SERVICE AT THE 2014 MOBILE INDUSTRY AWARDS

UTL, the part of Unipart Group that focuses on the telecoms, media and consumer sectors, celebrated lifting the prestigious 2014 Mobile Industry Award for the best returns avoidance and repair service at a sold out ceremony held at the Brewery in London on Thursday 5th June.

In an award category that judged performance in returns avoidance, logistics, customer care, partner KPIs and innovation, the judges said that UTL's award submission was 'impossible to resist'.

The award entry highlighted UTL's ability to evolve and think differently in order to respond to the rapidly changing demands of the Mobile Sector, and underlined some of the great, innovative work that they are doing to help end users get the most from their device and to drive value for their customers.

The judges were particularly impressed by UTL's returns avoidance and Data Wipe solution, which include Technical Call Centres and Online Diagnostic Tools. It was clear to them that UTL have a deliberate and passionate focus on customer care throughout the mobile repair journey.

Claire Walters, UTL's Managing Director said: "I am very proud of this achievement and of the UTL team, a fully engaged workforce, who are dedicated to continually improving our world leading technical ability to support and reflect the changing needs of our customers in the mobile sector. By challenging the norm, finding better answers and driving innovation we continue to create solutions for our customers that add real value and underpin their commitment to customer experience."

Ends

For more information about UTL's services visit www.utl.co.uk or email michelle.newton@unipart.com

Editors' Notes:

About UTL

The quality and service delivery standards expected of outsourced solution providers are exceptionally high in the technology and consumer sectors, driving innovation, service excellence and cost efficiency at every step of the customer journey. UTL is a leading provider of end to end supply chain, repair and returns solutions to the telecoms, media and consumer sectors, providing solutions for global brands such as Vodafone, Sainsbury's, Sky, Samsung, Homebase, H3G, Kimberly Clark and Virgin Media.

For more information visit www.utl.co.uk

About The Unipart Group

The Unipart Group employs around 10,000 people worldwide and has an annual turnover of more than £1 billion. It is a leading UK manufacturer, full service logistics provider and consultant in operational excellence.

Operating across a range of market sectors, including automotive, manufacturing, mobile telecoms, rail, retail and technology, Unipart offers a breadth of services from third party logistics to expert consultancy.

All Unipart sites operate according to the Group's proprietary version of Lean known as The Unipart Way. This is a philosophy of working underpinned by tools and techniques that inspires efficiency, flexibility and outstanding customer service in any process.

The company, which is based in Oxford in the UK, has a growing number of international sites supporting a wide range of blue chip clients.

For more information visit: www.unipart.com