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Virgin Mobile Teams Up With Unipart - creating 70 jobs

Unipart Technology Logistics (UTL) – part of the Unipart Group and a leading integrated technology logistics, repair and supply chain services provider – has added Virgin Mobile to a customer portfolio that includes Vodafone and Three, creating 70 new jobs.

UTL fought off major competitors to win Virgin Mobile's reverse logistics business and will deliver repair, refurbishment, call centre solutions and repair avoidance using 'Universe' - UTL's industry leading repair and returns diagnostic system.

Claire Walters, Managing Director, Unipart Technology Logistics said; "Our innovative reverse logistics solutions have delivered clear benefits to our existing customers. In our proposal, we were able to demonstrate to Virgin Mobile that we not only have proven expertise, but that we truly understand the current and future needs of technology customers, and their marketplace. Virgin Mobile was really impressed by our track record of driving continuous improvement through the use of the Unipart Way – Unipart's approach to business that consistently reduces waste and creates opportunities to do more for our customers.- and by our people, who are passionate about delivering a great experience for Virgin Mobile customers."

Virgin Mobile was seeking an innovative and progressive team who understood not just the technology marketplace but also the company's ongoing requirements. Steve Rounsley, Supply Chain Director, for Virgin Mobile was convinced by the 10-year reputation that UTL had built as one of Europe's largest repair and refurbishment operations in the technology sector. His confidence in the new partnership has been further strengthened by the fact that, in the first two months of operation, UTL has significantly reduced Virgin Mobile's cost base. Commenting on the contract he said:

"It is clear that UTL fully understood our requirements. More than that, they completely understand the technology market place and, by demonstrating creativity, innovation and operational capability, have already far exceeded Virgin Mobile's expectations, moving quickly to achieve real cost efficiency improvements in our reverse logistics business.

"We have been hugely impressed by UTL's fresh-thinking, their commitment to hitting challenging targets at year end and by their people. We know UTL people care as passionately about getting it right first time for Virgin Mobile customers as we do.

“We are confident that UTL is the ideal partner to transform service and reduce costs for Virgin Mobile’s returns and repair model and we are genuinely excited by the potential that this partnership promises in a challenging mobile market place.”

Unipart Logistics Managing Director Frank Burns said: “Winning this business in such a highly competitive market demonstrates not only our capability but also our commitment to creating jobs in the UK.”

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Notes to editors:

About The Unipart Group

The Unipart Group employs more than 10,000 personnel worldwide and has an annual turnover of more than £1billion. It is a leading third party logistics provider and consultant in operational excellence, operating across a range of market sectors, including automotive, leisure, marine, manufacturing, mobile telecoms, rail, retail and technology.

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.

Unipart also offers expert consultancy in implementing Lean principles and in supply chain management to a wide range of both public and private sector organisations.

The Group’s clients include Sainsbury’s, ASOS.com, Homebase, Vodafone, 3, BSkyB, Jaguar Land Rover, and HMRC.

About Unipart Technology Logistics

A leading technology logistics, repair and service provider, UTL offers a unique breadth of services, providing forward and reverse logistics, repair and bespoke value-add solutions to the technology sector. UTL’s ‘supply chain intelligence’ shares best practice and feedback across a customer’s business, enabling synergies, efficiencies and cost reduction.

UTL provides a culture of relentless continuous improvement, underpinned by a philosophy (The Unipart Way) that consistently drives down both cost and waste, while retaining flexibility and agility. This culture is delivered by brilliant people who start at the extra mile, focusing on quality delivery every day to improve customers’ futures.

Unipart Technology Logistics’ goal is to achieve a true partnership where it becomes an extension of the customer’s organisation - working together to increase revenue, lower costs and exceed customer and staff expectations.

Remote Diagnostics

UTL’s approach to developing long term partnerships and ‘doing the right thing’ for the customer consistently over a long period of time allows it to look at issues such as repair volume in a totally different way. As well as concentrating on the efficiency of the repair process, UTL focuses on the root causes for repairs and ultimately wants to bring down the total volume of repairs. Despite the obvious short-term commercial implications, UTL’s approach demonstrates a complete focus on the consumer customer experience for its customers.

‘Universe’ Diagnostic Tool

Originally developed as a retail repair avoidance tool, UTL’s latest solution, “Universe” offers not only a way to diagnose a fault, but also provides specific resolutions.

Supporting call centres, retail stores, and home users via a web-based interface, Universe will provide the most comprehensive fault diagnostic and fault resolution solution in the market place.

The key benefits of Universe are:

- On-line videos and instructions specific to the customer's device
- On-line tracking
- Instant booking in of devices into the repair centre.
- Web-chat facility directly with a technician
- Based on technical input from manufacturers and current repair data
- Front end customisation to match client's branding requirements
- Tailor made front end modules designed around user group requirements
- Accurate pre-advice information to aid the repair process
- Prevents 30% of devices being handled through the repair centre
- Ability to take payment from customers for out of warranty repairs