



SO Water™

SO gave Eric Robinson Solicitors the customer service they thirsted for.



The Client

Eric Robinson Solicitors is one of the South Coast's leading law firms with six offices in and around Southampton. Established in 1964, the firm has never stood still, going from strength to strength and adapting to the changing needs of clients.

The Service

The firm of solicitors was using water services provided by a large ugly national company who made them feel like a number rather than a valued customer, and they had become increasingly frustrated by the quality of customer service. "We got to the point of being completely fed up with using a national company that doesn't care about their customers as much as they should" says Nick Groves, the FD at Eric Robinson. "We wanted a new local water provider that could demonstrate that they were, above all, 100% service-driven, and provide us with a dedicated account manager".

The SO Water plumbed-in water coolers were chosen as they looked easy to use, and they provided a constant supply of cool, fresh water. Eric Robinson also receives a weekly bottled water service to one of their six offices.

The Results

"We switched to SO because they promised better quality dispensers at a better price with a dedicated account manager — and that's exactly what we got, and more! Installation was quick and painless. We have also experienced a significant cost reduction versus our previous provider, as well as receiving a far superior level of service. For example, we receive same day emergency call-outs, plus all servicing costs are included. But to be honest, happily nothing has gone wrong with the coolers so call-outs haven't been necessary!"

"We've been with SO Water for four years now and we're not looking back. We would certainly recommend them to any other business, particularly those that are unhappy with the customer service of their current provider".



"SO gave us better quality dispensers, and impeccable service — and all at a considerable cost reduction. We've been with them for four years now and we're not looking back!"

— Nick Groves, FD at Eric Robinson Solicitors



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