



## LEX AUTOLEASE

# CASE STUDY: MANOR PHARMACY BESPOKE VAN GETS MEDICINES MOVING

Giving customers what they need, even if it's out of the ordinary, is what sets Lex Autolease apart.

### THE REVIEW OBJECTIVE

Manor Pharmacy Group is an independent network of pharmacies located across Hertfordshire. As a group whose maxim is commitment to health, ensuring patients get the medicines they need on time and in perfect condition is an essential part of their service.

As well as consultations and advice with qualified pharmacists, the group makes home deliveries of prescription drugs to elderly people and patients unable to make the journey to a branch.

A change in legislation meant Manor Pharmacy needed to add a refrigerated van to their fleet of eight delivery vehicles, but their existing fleet service with a competitor of Lex Autolease – based largely on daily rental – looked like an expensive option.

### THE REVIEW – OUR STRATEGY

Manor Pharmacy's Lloyds Bank Relationship Director, Mike Philpot put the company in touch with Lex Autolease, part of Lloyds Banking Group. They were happy to meet with Lex Autolease's Business Development Manager Andy Flood and Area Relationship Manager Angelina De-Cotis to look at possibilities.

"The challenge was that Manor Pharmacy didn't actually need a whole refrigerated van, which are costly vehicles," explains Andy Flood. "Their ideal solution was a standard van fitted with a refrigerated compartment."

And that's just what Lex Autolease was able to arrange – a tailor-made answer for a very specific need.

"The Lex Autolease solution has made such a difference to the business and to patients," says Manor Pharmacy's Office Manager, Debbie Martin. "Carrying cold goods is a fundamental part of what we do and we just couldn't function properly without the van."

"Peace of mind is the greatest benefit of the agreement, but we've also cut our large repair bills and, very importantly, passed the Medicines and Healthcare Products Regulatory Agency inspection," adds Debbie.

The van is now on a four-year contract hire plan with a full maintenance, like-for-like replacement package, including breakdown cover and new tyres as needed. The contract allows for 15,000 miles a year.

"Many of our competitors work from a standard price list and anything out of the ordinary isn't possible. They rarely make alterations to suit the customer, whereas that's exactly what we enjoy doing," says Angelina De-Cotis.



### TYPE OF COMPANY:

Independent pharmacy group.

### LEX AUTOLEASE SERVICE:

Bespoke supplier.

### SIZE OF FLEET:

Eight vehicles – one currently with Lex Autolease.

"We'd recommend Lex Autolease. They came up with a good option at a reasonable cost and we'll be considering them in the future when other vehicles are needed."

DEBBIE MARTIN, OFFICE MANAGER,  
MANOR PHARMACY GROUP

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## TESTIMONIALS

“Meeting people face-to-face and talking about what would make their life easier means we come up with solutions that really work well for the customer.”

**ANGELINA DE-COTIS, AREA RELATIONSHIP  
MANAGER FOR EAST ENGLAND, LEX AUTOLEASE**

“We’re looking forward to working with Manor Pharmacy when their other fleet vehicles come up for renewal. We know we’ll be able to offer a service that puts us ahead of the competition.”

**ANDY FLOOD, BUSINESS DEVELOPMENT  
MANAGER, LEX AUTOLEASE**

## OUTCOMES

- A bespoke van that fits the company’s needs perfectly.
- An all-inclusive package that means costs are known in advance.
- The reassurance of maintenance and breakdown cover.
- MHRA inspection approval.

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For further information,  
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