

## **PARK GARAGE GROUP SELECTS URGENT TO SUPPORT ITS CUSTOMER-CENTRIC APPROACH**

**31 October 2024:** Techniche is pleased to announce that UK top ten independent forecourt retailer Park Garage Group has selected its asset maintenance management software, Urgent, to optimise forecourt and convenience store assets and automate maintenance processes.

Park Garage Group is a long-standing leader in the UK forecourt industry. The family-run business was established in 1975 and has been managed by three generations. In 2021, Park Garage Group acquired 27 sites from Euro Garages, increasing the number of Park Garage Group forecourts by over 50%. Today, Park Garage Group operates 77 forecourts across the UK.

Hemant Tandon, Operations Director, Park Garage Group, recognised that with the increased complexity of a larger estate, the company needed better control and visibility both of its assets and maintenances processes.

Tandon said: “With our promise to provide high quality products and a great customer experience, it’s critical that our asset availability is as close to 100% as possible. Managing and maintaining a large network of forecourts with multiple fuel brands, food and beverage offers, services, and amenities comes with operational challenges. It’s particularly important that our dealers know how to efficiently log problems when they occur.

“If and when an asset breaks down, we need processes and controls to ensure that it’s back up and running again, as quickly as possible.

“We chose to work with Techniche because of the team’s deep experience and knowledge of fuel retailing. We expect Urgent to help us optimise our assets and improve the forecourt experience for our customers.”

Park Garage Group will use Urgent to automate the maintenance of critical assets on its forecourts, including car washes and valet equipment, as well as in its convenience shops, to increase reliability and availability. Urgent will support the Park Garage Group’s mission to deliver an outstanding customer experience on its forecourts, increase operational efficiency, and reduce overheads across its maintenance operations.

Karl Jacoby, Chairman, Techniche said: “We’re delighted to be working with Park Garage Group, a UK top ten independent retailer, and to support Park Garage Group at this exciting stage in their business journey. As the industry transitions to a mixed fuel future, Park Garage Group will be well positioned to improve the reliability of their critical assets, drive forecourt and retail revenue, and continue to build customer loyalty.”

### **About Park Garage Group**

Park Garage Group is a family run, UK forecourt business whose success and ethos are driven by being customer centric. We pride ourselves in working closely with some of the UK’s leading supplier partners which helps us achieve and provide the best possible service to our customers. As members of the PRA (Petrol Retailers Association) we ensure that we are engaged and active in

the industry.

We value the relationship we have with our customers, by connecting to the local community through events and sponsorships to career opportunities.

For more information visit [www.parkgaragegroup.com](http://www.parkgaragegroup.com).

### **About Techniche**

Techniche is a global technology company with offices in the UK, US, and Australia.

Techniche has been at the forefront of automating the maintenance of critical assets and monitoring the networks of customers for almost 25 years, trusted by FTSE 100 and Fortune 500 companies, in addition to governments around the world. Customers include BP, AECOM, Q8, EasyGo, Walmart and BNP Paribas.

Core products include Urgent, used at over 40,000 fuel retail and convenience sites in 30 countries to manage the maintenance of critical assets; Techniche EV, which automates the maintenance of charge points to improve uptime; and Statseeker, which discovers and monitors assets on IT networks.

For more information visit [www.technichegroup.com](http://www.technichegroup.com)