

# END OF YEAR 2020



Over **40000**  
Scheduled Service Visits

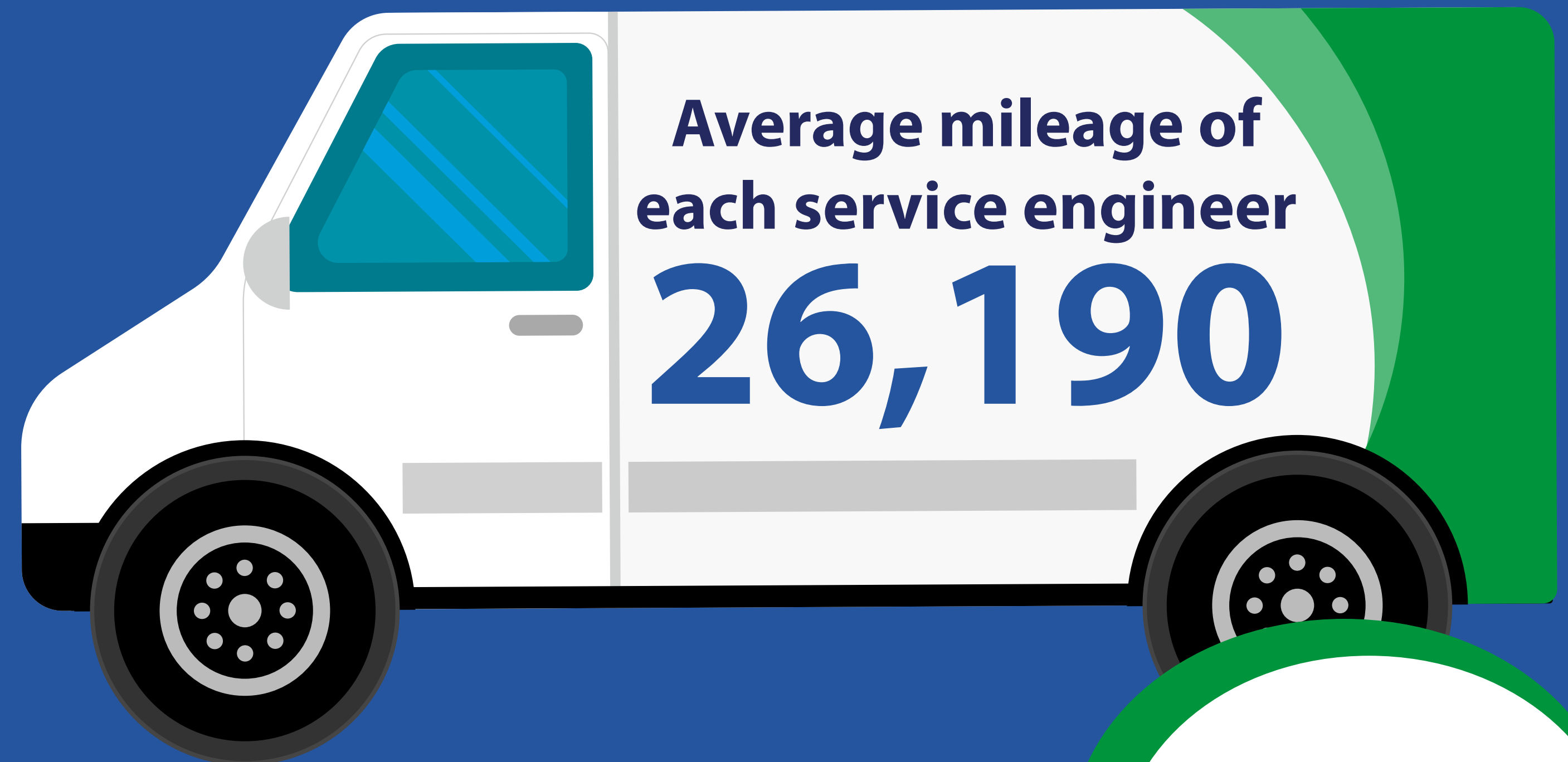


**93%** attended on the  
same day or next day

Over **25,000**  
Scheduled service engineer visits completed (cases)



**97%**  
completed within the SLA



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