

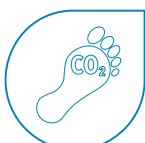
Customer Case Study



Like all leisure centres, FT Leisure needed reliability, high operating efficiency and low maintenance costs for its pool pumping equipment when it set out to build a number of new facilities across the UK.



REDUCING
ENERGY



REDUCING
EMISSIONS



REDUCING
WATER USE



REDUCING
LEAKAGE

The solution

In 2020, in the midst of the COVID-19 pandemic, Xylem worked closely with FT Leisure to design reliable, efficient, resilient pool pumping systems for the leisure centres it was building across the UK. This bulk approach to procurement aimed to boost cost savings and drive efficiency by streamlining processes.

In all, Xylem provided approximately 58 end suction pumps, 74 booster pumps, 20 DIWA submersible sump pumps and 32 Magflux Flowmeters.

The process

During the tendering processes, pump efficiency was a major consideration for FT Leisure. The market requires **more than 80% pump efficiency** and Xylem is well placed to meet that target. We were also able to differentiate ourselves from our competitors with our wide product portfolio, which meant we could offer not only the pumps, but also the other integral components of the system. In addition, Xylem provided project management and support beyond the pool plant room, adding real value for the customer.

The official order was received in November 2019, but each project was delivered separately under the particularly challenging circumstances of COVID-related lockdowns and restrictions. Clear and consistent communication between the teams was integral to successful delivery of the solution to all **18 sites**.

The outcome

FT Leisure has acknowledged the flexibility of Xylem's team to meet their needs during a year of unprecedented change. Despite challenges around remote working and social distancing, the complete solution was delivered in line with industry standards and customer needs, only serving to strengthen the partnership between the two organisations.

"Xylem were able to bring everything we needed together and more, not only in terms of the products but also the service and support which far exceeded our expectations."

"We made the decision to work smarter and more efficiently with our recent contracts, so we took a different approach by inviting tenders in late 2019 for each component package for 18 upcoming new builds. As well as the clear cost benefits, it allowed us to build on the new relationship that we had developed with Xylem."

Simon Whittingham Managing Director, FT Leisure

More than the
80%
pump efficiency
mandated by the
industry standard

24-hour
continuous
pumping

18
sites

1
partner

Countdown to zero.

xylem
Let's Solve Water