

Equipment Maintenance *Costs reduced by 16%* at St Mary's Hospital

St Mary's Hospital required a more reliable and cost-effective approach to maintaining its kitchen equipment. The site was experiencing high planned maintenance costs, alongside service frustrations around communication and consistency. In a busy NHS hospital environment, where kitchen operations directly support patients, staff and visitors, reliability and clear communication are essential.

The hospital needed a maintenance partner who could provide better visibility, stronger service support and a more efficient maintenance model. MCFT worked with the team at **St Mary's Hospital** to provide a more structured and responsive planned maintenance service.

Our approach focused on:

- Reducing planned maintenance costs
- Improving communication and service updates
- Providing dedicated MCFT technicians
- Reducing avoidable downtime
- Supporting better asset performance
- Identifying equipment upgrades better suited to the hospital's needs

By using our own trained engineers and building stronger site knowledge over time, MCFT was able to deliver a more consistent and proactive service. Since working with MCFT, St Mary's Hospital has benefited from improved service delivery, reduced maintenance costs and better support for its catering equipment.

Key outcomes included:

- 16% savings on planned maintenance
- Bi-annual servicing introduced for catering equipment
- Improved communication and service consistency
- Reduced downtime across key catering assets
- Equipment upgrades better aligned to the hospital's operational needs
- Dedicated technicians with stronger knowledge of the site

"The service that we have been getting from MCFT as a supplier has been very good. Prompt responses to address concerns and a team of hardworking engineers who provide good feedback has also helped us get resolutions quicker."

In healthcare environments, commercial kitchen equipment needs to be reliable, safe and properly maintained. A proactive maintenance programme helps hospitals and healthcare providers reduce unexpected failures, manage costs more effectively and keep critical services running with minimal disruption. For St Mary's Hospital, MCFT delivered more than maintenance — we provided a more dependable, cost-effective and communicative service partnership.