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ATS EUROMASTER KEEPS OMNISERV ON THE MOVE AT HEATHROW AIRPORT

Airport service provider OmniServ is set to enjoy expert support and outstanding customer care for its fleet of transfer buses at Heathrow Airport, courtesy of ATS Euromaster.

ATS Euromaster has been contracted to provide complete tyre care and support for all 28 buses operated by OmniServ that provide transfer services between all Terminals at Europe's busiest passenger airport.

Under the contract, ATS Euromaster will carry out a full range of tyre services to ensure operations run smoothly and cost-effectively, including regular tyre checks, turning on the rim and complete tyre husbandry. To increase tyre life, OmniServ is also adopting a complete Michelin tyre policy.

Ian Mitchell, Transport and General Manager, OmniServ, says: "We transport more than 250,000 passengers a month, so we need as little downtime as possible. We've selected ATS Euromaster as our tyre management partner because we know we will get a very high quality service that keeps our vehicles in operation for longer."

After adopting the Michelin tyre policy, a Technical Manager from Michelin conducted a weighing exercise on OmniServ's vehicles to ensure the tyres are running as efficiently as possible, providing custom pressure recommendations to minimise tyre wear and improve fuel consumption.

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Ricky Mitchell, Area Sales Manager, ATS Euromaster, says: “By working closely with OmniServ, we’ve been able to truly understand their customer and fleet requirements to offer a bespoke package. This not only reduces tyre-related downtime, but also running costs thanks to a Michelin tyre policy, regular tyre husbandry, and fleet inspections.”

The contract is supported by ATS Euromaster’s Hounslow centre, where staff and vehicles have airside clearance and experience of operating at Heathrow Airport.

Ian Mitchell says: “This is an operation where delays are not an option. Thanks to ATS Euromaster’s clearance level and experience, we are certain of a rapid response and are unlikely to have to wait more than an hour for expert service.”

He concludes: “The level of support we get from ATS Euromaster will help us challenge for more business across the UK and we hope our partnership will bear further fruits in the future.”

OmniServ provides passenger mobility, security and airport services at more than 100 airports worldwide, with Heathrow, Glasgow, and Manchester included among the 15 at which it operates within the UK.

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About ATS Euromaster

Birmingham-based [ATS Euromaster Ltd](#), part of the [Euromaster Group](#), was established in 1965 and operates approximately 345 centres, more than 820 service vans and employs nearly 2,600 people, providing coverage across Great Britain. It is the country’s largest comprehensive tyre distributor, supplying tyres for cars, vans, trucks, buses/coaches, materials handling equipment, agricultural machinery and construction plant. The company’s expertise also extends to car and van service, maintenance and repair (SMR), including: menu-driven servicing, Class IV & Class VII MoT tests, brakes, batteries, shock absorbers, oil, exhausts, fault diagnostics and air-conditioning

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servicing. ATS Euromaster is accredited by both [safecontractor](#) and the [Contractors Health and Safety Scheme](#) (CHAS) and has been granted a [Royal Warrant](#) as tyre specialists to Her Majesty The Queen. It is also an official 'industry partner' to the Freight Transport Association's [Van Excellence](#) programme. For further information visit: <http://www.atseuromaster.co.uk/business>



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Note to editor: For press information visit ATS Euromaster's [online newsroom](#) or contact James Boley or James Keeler on 020 8647 4467, or by email to james.boleyn@garnettkeeler.com / james.keeler@garnettkeeler.com.

About OmniServ

Formed in 2004, OmniServ Limited is the European Division of Air Serv Corporation, a company based in Atlanta USA and the aviation vertical of ABM Industries (NYSE listed) a global provider of facilities management.

Air Serv provides a range of services to 100 plus airports globally, including the top 30 airports within the USA and 15 airports within the UK. OmniServ is established in the UK market with PRM operations at Heathrow, Stansted and Glasgow and Security services for Airlines at Manchester Airport and Airport Security for Leeds Bradford Airport. Its Ambassador Hosts programme at Heathrow elevates customer service and the recent acquisition of 'Blackjack Promotions', a market leader in retail management, enables OmniServ to enhance personal shopping, increasing passenger retail spend through promotions and experiential campaigns. The ABM Group employs over 100,000.

- Passenger Services
 - Persons with Reduced Mobility
 - Porterage
 - Ambassador Hosts
 - Retail Hosts (Sales Promotions & Experiential Campaigns)
- Security (Airline & Airports)
- Aircraft Services (Baggage & Cargo Handling)
- Cleaning (Aircraft & Facilities)

With decades of combined experience in all facets of the aviation business, OmniServ shares a dynamic and uniquely spirited culture. Enhanced by world-class processes and

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Tyres and Vehicle Maintenance

a service delivery system that drives team member productivity & performance against service level targets, it delivers superior and cost-effective aviation services.

The company's European Headquarters, chaired by Ernie Patterson, are conveniently situated at London's Heathrow Airport. Ernie brings years of highly respected aviation industry experience to the organisation.

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