

Client Testimonial

BETAPAK

Delivery of high quality customer service and professional business services is essential to all businesses if they are to be a continued success. We ask Jon Carter, Managing Director at Betapak, why he chose Lifeline as his solutions provider.



How has Lifeline delivered first class solutions to Betapak?

Lifeline has recently been appointed as one of our essential supply partners. Lifeline look after and take care of our entire Fire & Security requirements throughout Betapak, JR Zone and our residential / commercial property portfolio.

We have been very pleased since changing provider. Lifeline has always stood out as the premium provider locally, however we were happy with the supplier we had and saw no reason to change.

Over time Lifeline courted us, payed us lots of attention and eventually when the opportunity arose we gave them a chance.

We are extremely pleased we did. The level of service has improved significantly and we have now come to rely on their professional business service.

How has Lifeline improved security at Betapak?

One of the most important things for any business is to have trust and confidence in their suppliers.

Now that we have Lifeline on board, we do not need to concern ourselves with this aspect of facilities management.

Lifeline are proactive in their contact, they remind us of when service visits are due, carry out works with the minimum amount of fuss and report back to us with recommendations. We do not need to approve works, we trust



them to carry out what is needed, we can just leave everything to them to keep us secure and compliant.

Has Lifeline delivered professional high standards?

Lifeline have national accreditation, have won awards at national level and have quality systems and stable operating procedures.

The phones are always answered the same way, representatives are smart,

polite and well trained. We know that Lifeline is the best choice for us as a business.

How have you become to rely on Lifeline as an effective Business Service Provider?

As stated above, we do not need to chase Lifeline, they keep us fully informed. Once you receive a level of service of that standard, it makes life a lot easier. As we say at Betapak, Time is Money, and Lifeline saves us both.



Mark Lee, Managing Director at Lifeline says, "We are very pleased and proud to be working with Betapak. Both are award winning businesses and have a reputation for delivering quality business services."