

How Profile Heuver Boosts Profitability and Reduces Downtime with Texaco PitPack

- Texaco PitPack has increased stock availability, decreased customer wait times and reduced waste
- "We needed a partner who could provide a wide range of oils tailored to the variety of vehicles we service in our garages, with reliable availability, cost-efficiency and compact storage. With their PitPack system, Texaco met these requirements perfectly," says Jeroen Langelaar, Retail Manager at Profile Heuver.

For the past 18 months, Profile Heuver, a subsidiary of the Dutch Heuver Group specialising in tyres, rims, and maintenance, has streamlined its operations by adopting Texaco's PitPack system across its network of 12 garages. This compact setup enables Profile to precisely match lubricant stock to demand, directly reducing costs and freeing up valuable shop floor space. Crucially, with a wider range of lubricants readily available, the PitPack system has also helped to reduce maintenance lead times and cut customer waiting times.

Established in 1966, Heuver Group is one of Europe's leading specialists in tyres and wheels for the transport, agriculture and industry sectors. Profile Heuver is the automotive servicing branch of Heuver Group with 12 branches in the Netherlands and offers a complete tyre service and maintenance package for both cars and commercial vehicles as well as 24/7 roadside assistance.

Profile Heuver has been using Texaco's Havoline lubricants for a year and a half. "We needed a partner who could provide a wide range of oils tailored to the variety of vehicles we service in our garages, with reliable availability, cost-efficiency and compact storage. With their premium products and PitPack system, Texaco met those requirements perfectly," said Jeroen Langelaar, Retail Manager at Profile Heuver.

Quality and recyclability

Texaco PitPack is a storage, display and dispensing system for engine oils, with each rack holding up to six cartons. Each corrugated carton holds 20 litres of engine oil, sealed in a self-collapsing polyethylene liner bag. The boxes are easily stacked to allow garages to

stock a wider range of viscosities without taking up the space of a tank or multiple drums. Cartons are equipped with a clever tap system to allow users to take what they need in a precise and mess-free way.





"At the start, we were a bit sceptical about possible leaks, but that turned out to be totally unfounded. The system is also far easier to recycle than our previous solutions. Waste is minimal, and easy to separate into plastic and cardboard. In the past, we used large metal oil drums that had to be collected by an external party. Now we can easily dispose of the waste ourselves. That saves time, space and costs."

More choice, less storage

The range of lubricant options today is extremely diverse, with oils developed specifically for individual car makes or models. This makes stocking and ordering enough variety a real challenge for garage owners, especially when space on the shop floor is limited.

"Twenty years ago, you could service entire fleets with two types of oils, held in 200-litre drums. Fortunately, although there are a huge number of oils available today, Texaco is helping us by providing highly versatile oils which can be used across a range of vehicles. That was another important reason for us to choose Texaco products, because it meant less purchasing and less stock required," says Jeroen Langelaar.

Lead times

Previously, Profile garages had to make hard decisions about what oils they kept permanently in stock, often opting to keep only 70 per cent of their requirements on the premises. This meant that for some vehicles, oils had to be sourced and ordered as needed, which made the customer wait longer.

"With the Texaco PitPack system, we can now cover a much larger range of vehicles without taking up extra space. We almost always have the right oil in stock, and we have noticed a positive result for our customers. Maintenance is quicker, and customers don't have to wait as long. People don't want to lose their car for three days - they prefer to wait for it while the work is being done. Thanks to Texaco's stock management method, we can meet those needs," says Jeroen Langelaar.

Support

Profile Heuver can also count on exceptional support for selecting, ordering and delivery of lubricants, thanks to their relationship with EG Fuel. "Sometimes a car comes in whose registration check does not reveal a known model. We get in touch with EG Fuel's service department, and they immediately tell us which oil is best suited. What we also appreciate is that they work so proactively with us. Each branch has a different customer mix and vehicle fleet, so EG not only advises on the right products, but also on the best place for the oil rack in the workshop.

"Lastly but equally important, their online ordering portal is very convenient: log in, tick what you need, and that's it. Additional orders, when we need them, arrive very quickly. If we order in the morning, it is often delivered that afternoon. EG Fuel's support for our network across the Netherlands is both efficient and hassle-free," Jeroen Langelaar concludes.