



News from **STEELTECH**

Nr 1, april 2017



Stefan Pedersen, Chef de Cuisine and in charge of operations at Restaurant Pilträdet appreciates its cooperation with SteelTech Service.

SteelTech signs an agreement with Sodexo

At year-end, SteelTech signed a central agreement with Sodexo Sverige covering the service and maintenance of all equipment in the company's kitchen units from Stockholm in the north to Malmö in the south. The agreement covers some 120 operating units and has a term of two years.

"We are excited and honoured that we have been selected through stiff competition," says Patrik Strandberg at SteelTech.

"I see this as proof of the efficient service organization we have built and our firmly rooted reputation."

One such business, which already has experience working with SteelTech Service, is restaurant Pilträdet in Stockholm. Pilträdet prepares food for a number of local schools and homes designed for the elderly. The kitchen prepares around 2,000 meals per day for lunch and dinner.

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We spoke with Stefan Pedersen, Chef de Cuisine and in charge of operations, to hear his account and experience of working with SteelTech Support.

“We have worked with SteelTech for about a year and a half now And we are very satisfied,” says Stefan.

Is there anything in particular you can think of?

“The team at SteelTech has a very high level of service. They are straight and honest, and you feel safe dealing with them.”

How have they helped your business?

“Initially they mostly serviced on our Electrolux Variomix pans, which we bought about five years ago. In total there are three pans including agitators. In the future, we will have the opportunity to come into contact much more frequently since the service agreement between SteelTech and Sodexo also covers all other kitchen equipment, which I am satisfied with.”

We also had a chat with SteelTech’s service manager Johan Wahlström and took note of his views on this deal.

“We felt comfortable with each other right

from the start, and I am really looking forward to developing our cooperation.”

What was your initial approach?

“Apart from the usual service, we also carried out improvements, upgrades and renovation to the pans to adapt them especially for the type of cooking that takes place at Pilträdet.”

Going forward, what else will the service scheme involve?

“The service requirements can vary depending on the extent of kitchen use, but generally there is a need for scheduled maintenance 1 or 2 times every year. Then we are also responsible for emergency servicing with a response time set within 24 hours in most cases,” says Johan.

How does it feel to start such a dynamic cooperation with Sodexo and expand to a bigger geographic coverage?

“It is of course great. Especially because we are now responsible for all major kitchen equipment. This way we get a better and comprehensive view of entire kitchens, which I think will benefit the customer in the long run,” says a satisfied Johan Wahlström.

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