



How Coinadrink Limited improves employee wellbeing at PP Control and Automation

Why we conducted this case study

We reached out to Simon Smith, our point of contact at PP Control and Automation in Cheslyn Hay, Staffordshire. Simon was extremely helpful in helping us understand how their huge variety of refreshment services from Coinadrink help the firm promote staff wellbeing and satisfaction on site.

Current solutions from Coinadrink

At PP Control and Automation, Cheslyn Hay

- x1 Smart Fridge facility for fresh food, snacks and cold drinks
- x2 Cali hot drinks vending machines
- x2 Vitro S1 Evo commercial coffee machines
- x2 AA First 3300x plumbed-in water coolers



Introducing Simon Smith at PP Control and Automation



In your own words, Simon, can you tell us a little bit more about your organisation and your specific role?

PP Control & Automation is an outsourcing specialist serving the electrical, mechanical, and pneumatic engineering sectors. The company provides end-to-end support, helping manufacturers streamline their operations by delivering high-quality, fully assembled solutions. We particularly specialise in the design and build of electrical control panels, ensuring they meet the specific requirements and standards of our customers across a range of industries.



Why are workplace refreshments, such as hot drinks, snacks, water and fresh food, important to your team?

We try to give a little back to our staff by providing free hot drinks and a variety of juices available with our water coolers. We've also recently installed a new three-fridge system where employees can purchase single items or even meal deals at a reduced price, ensuring there is always something readily available. The fridges are replenished daily by Coinadriak to ensure there is always fresh stock for the team.

An Electrical Manufacturing Environment.

We employ around 190 people from the local area as well as across the wider Midlands region and into Staffordshire. The majority of our staff work a four-day week, which is an important part of our culture and helps promote a healthy work-life balance. This means many of our employees enjoy long weekends, giving them more time to spend with family and friends. The working environment is busy but supportive, with a strong focus on teamwork and collaboration across departments. A typical day involves close coordination between production, engineering, and support teams to ensure projects are delivered efficiently and to a high standard.

Their previous challenges

PP Control and Automation have been a customer since 2006, starting with our hot drinks vending machines.



Before reaching out to Coinadrink, what did your on-site refreshment setup look like and what were the issues you faced?

Our previous refreshment setup was outdated, with hot drinks machines becoming increasingly unreliable and requiring frequent call-outs for repairs. Staff couldn't get hot drinks as intended during break times.

How did this affect staff satisfaction, morale, creativity and productivity, and the overall company culture?

The previous setup had a negative impact on staff satisfaction and morale due to frequent machine breakdowns and limited reliability, which often caused frustration and disruption during the working day.

What are your general thoughts about your new refreshment setup?

We have been with Coinadrink for many years and have built a strong, ongoing relationship with them. Their customer service is excellent, and they are always quick to respond and resolve any issues that arise.

Compared to our previous setup, the service is far more reliable and proactive, giving us greater confidence that everything will be maintained and supported effectively.



The positive impact

PP Control and Automation has been extremely impressed with the reliability and quality of their refreshment setup.



Are there any aspects in particular that you appreciate or are impressed by?

All of the products provided are of very good quality, and Coinadrink consistently go above and beyond to meet customer needs.

Their willingness to accommodate requirements, along with their strong service levels and responsiveness, really stands out. Overall, they are a fantastic company, and we can't fault them.

How do our solutions improve the working day for your team?

The new fridge system is fantastic, as it ensures staff have everything they need on-site throughout the day. This means they can make the most of their full break times without having to leave the premises to find food or drinks, giving them more time to relax and socialise with colleagues.



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“We would like to thank them for their ongoing support.”

Would you like to share any other thoughts about Coinadrink Limited and your refreshment services?

All of the staff at Coinadrink are consistently helpful and friendly, whether they are visiting the site or assisting with any issues that arise. Their approachable attitude and willingness to help are greatly appreciated, and we would like to thank them for their ongoing support.

Are you in Manufacturing? Looking to upgrade your refreshment facilities on site?

If your company is ready to upgrade on-site refreshment solutions, reach out to Coinadrink and enjoy great service on a huge variety of refreshment solutions, from filtered drinking water to quality fresh food.

Enhance your workplace refreshment experience today by partnering with a trusted team that truly cares.

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