

Repro and the EULEN Group: a success story

The EULEN Group, founded in 1962, has grown into a multinational company for specialised services offering a portfolio of over 80 services to more than 7,000 international clients. With over 90,000 employees and annual sales in excess of 1,600 million euros, the company has always had a responsible, innovative and social-oriented vision, with a focus on continuous improvement of the quality and sustainability of the services it provides to its clients. Over the years, the success of the EULEN Group has allowed it to expand out from Spain to 14 countries in Europe, Latin America and Central America.

Challenges

The growth of the EULEN Group, both in Spain and internationally, has brought with it logistical and administrative challenges for the business. “The different entities of our company cover different services, such as security, cleaning, health and social services, environment and maintenance, among others,” explains Ana Herrero, Operational Manager and CRM Manager for Services of the EULEN Group. “Previously, document management was a challenge for us. For example, one employee could have a quality certificate covering work in one particular area, while another employee could have a different certificate for another area.”

This has meant that registering and storing the relevant certifications covering environmental management, health and safety management and quality management systems across

the wide range of business units within the EULEN Group in multiple countries has become a complex organisational challenge. Also, compiling the most up-to-date documents for inclusion in a business proposal for a potential client can be challenging, especially if there’s a tight deadline.

Solutions

This is one of the reasons why being part of the Achilles Repro community is beneficial for the EULEN Group. Repro makes the EULEN Group visible to over 40 major purchasing companies in the energy and utilities sector and enables it to quickly establish its credentials as a supplier. Quick and efficient access to the certification of each business unit in the EULEN Group is an important part of this.

“We’ve been working with Achilles for over 20 years,” says Ana Herrero. “The main benefit is how easy it is to submit documentation when putting in a tender. Having certification in Repro saves us from having to send documents separately, which would be a lot of work. Saving time and having everything organised in one place is essential,” Ana continues.



**GRUPO
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Results

In addition to being a member of the Repro community, which provides supplier prequalification for utility sector buyers in South America and Southern Europe, the EULEN Group has been conducting audits with Achilles for almost 10 years and currently has a score of 75/100.

According to Ana Herrero, working with Achilles and the Repro community helps to build trust between the EULEN Group and current and potential clients. "If your clients trust you, it's because you're helping to improve the performance of their companies. Intangible qualities like trust are really valuable," she says.

As the EULEN Group evolves, Achilles will continue to provide support with the audit of its management systems. "Achilles carries out very comprehensive annual audits of four of the EULEN Group companies in which different departments are involved. Areas for improvement are detected in these audits that we implement year after year," comments Herrero.

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Ana Herrero,
Operational Manager and CRM
Manager for Services of the
EULEN Group

Company data

90,000

number of employees
in the EULEN Group

10

years that the EULEN
Group has been conducting
audits with Achilles

+20

years that the EULEN Group
has been in the Achilles
Repro community

75/100

EULEN Group's score
in the Achilles audits



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