

L'Occitane® case study

Protecting your world

Project Overview

L'Occitane® is one of the most respected natural beauty brands in the world providing a range of fragrances, skincare, bath and body products to millions of customers across the globe. Founded in 1976, L'Occitane captures the essence of the French region of Provence where it was founded. Today it is a company generating over €1 billion in total worldwide sales revenue.

Customer Needs

- L'Occitane wanted to be able to make one call to one person to resolve any issue from billing to service and maintenance.
- Supply of emergency lights and fire alarm maintenance for 79 stores.
- Maintenance and monitoring of intruder alarms for 57 stores (remaining stores do not need intruder alarm systems as they are within shopping centres).
- Regardless of the store's location in the UK or Ireland, L'Occitane wanted a fast resolution of any issues.

Solution and Benefits

A cost-effective comprehensive and integrated maintenance and service programme covers all the L'Occitane stores in the UK and Ireland.

Chubb provides one national manager who handles the relationship with all L'Occitane stores, making sure that any queries or issues are addressed quickly and effectively, and using the Chubb branch network to find a suitable local engineer in case of an on-location service need. It's about finding the best solution to make sure that L'Occitane work with Chubb to ensure the highest level of customer care.



Chubb engineers will be visiting all 79 L'Occitane stores in the UK and Ireland twice a year to inspect and service their fire and safety and security equipment. These visits are in addition to annual visits for emergency lighting inspection and maintenance.

One call to one central contact point activates the request for a Chubb engineer to any store in the UK and Ireland.

Project Summary

Fire safety, security and emergency lighting are vital to the protection of L'Occitane stores, the goods and customers. Taking an integrated approach to maintenance and service means that the safety and security of all L'Occitane stores and customers is safeguarded.



For more information please call

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Chubb Fire & Security