ICONX
INTERNATIONAL

Designing a secure future

Iconx design and develop world-leading automated vending solutions. Due to their vast experience in the retail and vending machine installations market they have been appointed as the approved national supplier and installer of affordable and eco-friendly locker services for Europe's leading provider.

A key component of the lockers is their bespoke anti-vandal and anti terror shields, manufactured by MPM.

Design Expertise

Prototyping

Technical part performance

Specialising in automation engineering. Iconx has extensive experience in UK retail and vending machine installations which led to securing the contract of inpost lockers throughout the UK. As a new project for Iconx, there was no incumbent supplier for the design and manufacture of one of the core components needed to ensure the lockers achieve the anti-vandal, anti-terror and weather-proof requirements. A search ensued to find the best partner to deliver a cost effective solution to the complex design scope.

After researching potential suppliers, Iconx held discussions with MPM and found them to be approachable, friendly and helpful. Initial meetings with Dylan were integral to the successful design of the locker roofs - understanding the design intent allowed MPM to offer guidance on the appropriate design in order to meet the specified standards and the MPM team produced prototypes for trials with the lockers to make sure that what they were going to deliver would meet all necessary requirements.

Having had no previous experience with MPM, Iconx did not have anything on which to base any expectations, however, since working closely with Dylan, Ben and the MPM team, Iconx Senior Development Manager Polly is confident in MPM's capabilities, quality of products and excellent service levels.

"The team have totally understood what we wanted to achieve and have made meaningful contributions for design improvement suggestions."

There have already been a number of successful installations completed and there has been improved efficiency in the install process due to the product design. Both businesses now have a more in-depth understanding of each other's needs, and as such are about to enter a new design phase for further roof options.

This closer understanding between the two businesses, along with clear lines of communication has led to overcoming initial challenges of potential forecasting. MPM are in regular contact with Iconx to check on incoming order numbers and make them aware of lead times and in return, Iconx are pushing clients to inform them of upcoming project requirements.

"Finding a company who understands the complexity of the design requirements as well as appreciating the last minute modifications is no mean feat. The product needs to fit a number of different sizes and locations yet remain easy to install by onsite engineers, and MPM have achieved exactly that"

Polly Crowther
Senior Development Manager, ICONX International

THE CHALLENGE

New product development and choosing the right materials

THE VALUE WE ADDED

Support from design into full production

THE BENEFIT TO THE CUSTOMER

A purpose-built product to take to market

STRONGER TOGETHER MPM