



Daniel Tuckwell

Robert Tuckwell Partnership, Little Horwood, Milton Keynes

JAGUAR 980 (2018), ARION tractors, Green Harvest machinery

CLAAS JAGUAR forage harvesters have been central to the Tuckwell's foraging service since 2003, and it is the relationship they have with **OLIVERS that Daniel Tuckwell** credits as having helped them expand their service over the years.

"OLIVERS are a very important part of our business and we are extremely reliant on them," he states. "Thanks to their knowledge and back-up OLIVERS have definitely helped us expand our foraging business. They sell themselves on the service they provide and the reliability of the CLAAS machinery they

sell, and it is thanks to that that we in turn get good feedback from customers on the reliability and efficiency of the service we provide.

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OLIVERS Tingewick

"We are also very reliant on CLAAS UK. A lot of manufacturers are only interested in you if there is a problem. but not CLAAS. We work closely with Dean Cottey (Green Harvest Product Manager) and Jeremy Wiggins (Sales and Marketing Director), who are interested in us and what we do, so it is very much a three-way relationship."

The first of the Tuckwell's foragers was a JAGUAR 820 bought in 2003 from Ian Morton (Director), but Daniel says it was when OLIVERS opened a service depot at Bicester that the

relationship really started to blossom. which was further enhanced when the business moved to Tingewick in 2015.

"The whole team are very proactive and have a 'can do' attitude. What really stands out is that if there is a problem, I know that I will get a quick answer and that they will make things happen: they know how to prioritise. We can have up to 12 trailers in the foraging team, so if the forager stops you don't want that many also stopped for too long.







"We have an extremely good working relationship. Matt (Kennedy) is very proactive and good at talking with us about any opportunities he sees that he thinks will benefit our business. On the service side I like Robert Nicholls' (Service Manager) 'can do' attitude and Will (Honey) who looks after the forager is exceptional: there is nothing that he doesn't know about the JAGUAR and that is invaluable to me.

"There is a very good reason why nearly 60 percent of our machinery purchases are now with OLIVERS at Tingewick, and it doesn't just come down to price. They provide the sales and service for the right machine to enable us to do the job right. Yes, I do look at other makes, but the others just don't even touch the edges of the JAGUAR when it comes to development, which is what they have been doing since 1970."



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