

Steve Baylis

J B Baylis & Partners, Hoggeston, Buckingham

TUCANO 570 (2015), LINER 2600

At a time when many other dealers were closing branches, and service and support for Steve Baylis' machinery was moving further away as a result, OLIVERS opened their new TINGEWICK depot in 2015.

This could not have been more convenient for Steve, because at the time he was looking to replace his combine.

Although he had bought 'a few bits and pieces' from OLIVERS over the years, Steve Baylis had never bought anything major from them. "We had run the same make of combine for years, but the dealer support for it was just getting further afield. I was wanting to try something different as I didn't want another straw walker combine, and also wanted to improve losses and grain quality.

"Ultimately the decision came down to service and back-up support and what the dealership can do when we are struggling"



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"I looked at a number of options, but the new version of the TUCANO that had just come out ideally met what I was looking for, and I really liked the VARIO header - and having the new Tingewick branch so close was ideal.

"A combine is a big investment for us and I don't tend to swap brands lightly, but I do appreciate loyalty. Ultimately the decision came down to service and back-up support and what the dealership can do when we are struggling. As a family mixed farm my time is precious; I don't want to spend time running around getting help. It's also reassuring seeing their vans about the area.

"I appreciate problems will happen. After all a combine spends most of the year idle and is then flat out for six weeks. If we have a problem, I may not be their biggest customer, but I know OLIVERS will still look after me.

“Every season is different, but if I have an operational issue or a problem with settings Matt (Kennedy) is more than happy for me to call and see what he can do to help.”

Steve Baylis



Steve Baylis and Matt Kennedy

“It’s all down to communication. The phone will be answered. I have got most people’s numbers so I know I will be able to have a conversation and have that first contact with someone, who will be able to give me a response and a plan as to how the problem will be resolved, so that I can then change my plans if necessary.

“Also Will (Honey) who looks after the combine is fantastic. He has grown with us and knows the machine backwards. I am not the kind of operator who just wants to sit there driving; I want to know more about the machine and he is more than happy to share his expertise so that I can confidently sort out smaller problems myself.

“On the sales side I get on really well with Matt (Kennedy). He’s a good guy and very easy to talk to. I like the fact that he really knows his stuff and having driven combines he knows what he’s talking about which is a bonus. Every season is different, but if I have an operational issue or a problem with settings he is more than happy for me to call and see what he can do to help.”



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