

Cinven's investments

Business Services

JLA is a leading critical asset supply and services business for the laundry, catering and heating segments in the UK. JLA provides commercial solutions to more than 25,000 small and medium sized enterprise customers.

Overview

JLA has a broad customer base, including care homes, hotels, education providers and housing associations, to whom it offers its differentiated 'Total Care' proposition which combines equipment supply with guaranteed service response times for a contracted monthly fee.

Cinven's Business Services team had been tracking JLA for many years, having identified it as a well-positioned, market leading business with resilient characteristics and a significant opportunity for further growth in the UK and internationally, both organically and through acquisition.

Cinven has been working with JLA's management team, led by CEO, Helen Ashton and Chairman, Lord John Birt, on the Value Creation Plan, with strong progress made since acquisition. Key focus areas include investing in the salesforce, strengthening existing customer relationships, enhancing the digital user experience and expanding JLA's product offering into new areas, including Fire Safety.



CEO
Helen Ashton

Cinven representatives
Supraj Rajagopalan, Partner
Rory Neeson, Partner