

Bond It Dramatically Reduce Downtime



A highly respected manufacturer of top-quality building chemicals, adhesives, sealants, landscaping items and associated products, Seal It Services Ltd has been trading as Bond It since 2002.

Based in Elland, West Yorkshire, the company supplies customers from builders' merchants and garden landscapers to glazing, roofing and large-scale construction companies, with clients across the UK, mainland Europe, the Middle East, Africa, Asia and North America.

A fast-growing company, Bond it has reinvested significant sums back into the business and operates from a state-of-the art facility with the latest production technology.

Project date: Ongoing

Project overview:

PPS is the main supplier on an ongoing basis for all of the pneumatic parts used by the company, in addition to pipework, hydraulics, cables and other parts.

What was needed:

The company has been growing rapidly in recent years and didn't want to risk any downtime while waiting for parts to be delivered.

What we did:

Glenn Stephenson, the Pneumatics Area Sales Manager for PPS and Simm Engineering, did a

brand new inventory of all pneumatic parts and other items such as hydraulic parts, reflex sensors and cables. After taking down details and part numbers, he ordered spares for all critical equipment, labelled them up and stored them in bins at the Bond It site, for easy access.

Why PPS?:

Glenn has looked after Bond It for many years, and when he moved to PPS the relationship continued.

Key benefits:

David Ireland, Engineering Manager at Bond It said: "I run a busy maintenance department and any time I need anything I give Glenn a bell and he comes down and sorts it out. We'd never held many spares before and usually ordered parts for next-day delivery. Now, rather than having 24 hours downtime waiting for parts, we can go to the workshop and immediately find what we need."

Another happy customer:

"If I need something, I pick up the phone and they jump through hoops to get it to me quickly. Glenn even found an electrician for us when ours was away and we needed urgent help."

"The customer service at PPS is excellent and we've got a very good relationship with the company. Glenn is a breath of fresh air, I couldn't speak more highly of him, but everyone I've dealt with at PPS has been really helpful. I would definitely recommend PPS to anyone."

David Ireland, Engineering Manager