

PRODUCT AVAILABILITY WHEN IT MATTERS MOST

A Case Study

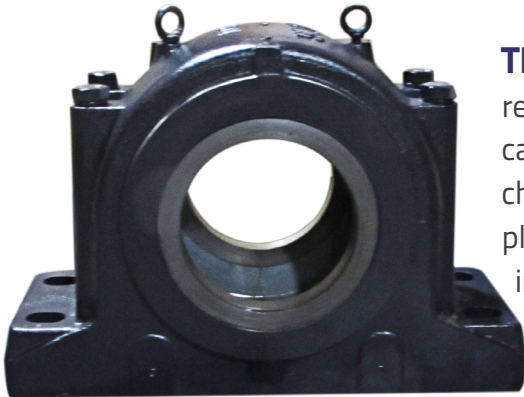


24/7 Access + Huge Product Inventory = Reduced Downtime for PTI Customers



BACKGROUND A large manufacturer supplies cement and aggregates such as sand, gravel and crushed stone to the construction industry. Their cement plants produce over 10 million metric tons of material annually.

THE CHALLENGE One of the manufacturer's Midwest plants was in operation on Sunday morning when one of their large split blocks failed on the conveyor, halting operation. The manufacturer alerted their distributor that they needed a replacement part as soon as possible. The distributor contacted their existing supply base, but they did not have any housings available in that size, and the lead time would be 10-12 weeks.



THE SOLUTION The distributor contacted PTI's local sales representative, who then reached PTI's after-hours service. PTI's on-call employee interchanged the competitor's part number, promptly checked inventory, and confirmed that the required unit – a metric plummer block with a 240mm shaft (PTI Part No. SD3152TS) – was in stock at PTI's warehouse in Charlotte, NC. The distributor then emailed a purchase order to PTI and coordinated transport with an air freight courier.

The housing just barely exceeded the air freight weight limit, so PTI removed the cap from the base and packaged them on separate pallets. The courier then transported the pallets to the airport to be shipped out that evening. The receiving airport freight department was closed for the night, so the housing was picked up early the next morning. It was then transported 150 miles, arriving at the plant Monday morning at 8:30 a.m. local time.

THE RESULT With PTI's 24/7 availability and experienced staff, the manufacturer was able to get a replacement part in less than 24 hours. The distributor also enjoyed a significant **38% savings** with PTI, which helped off-set the courier and air freight charges.

"Thanks to PTI's fast response and stock availability, my customer received a replacement housing and was up and running by 10 AM Monday morning. Thank you, PTI!" — Distributor



PTI'S ABILITY PTI stocks 25,000+ SKUs at our 70,000 sq ft warehouse in Charlotte, NC – USA. Examples like this one help demonstrate why PTI is known for both our product availability and dedicated customer service.



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