

HOLIDAY SAVINGS



Excel Industrial Electronics, Inc. in Clinton Township, MI is a premier industrial distributor, system integrator and authorized service provider for Yaskawa America, Inc. A firm known for personalized, economical drives solutions for customers, they were able to use Yaskawa Technical Support to alleviate a customer's shut down situation over the Thanksgiving holiday.

CHALLENGE

Excel Industrial Electronics, received a call from their customer, Petoskey Plastics, on the evening of Saturday, November 28, 2015. This was the Saturday of Thanksgiving weekend.

Their customer stated that they had an old Saffronics 250 HP drive go down. They had halted their production and were in a bind. They needed a replacement drive as soon as possible to get back up and running.

SOLUTION

Excel Sales representative, Ralph Gasperoni, made a phone call to 1-800-YASKAWA and left a message for Drives Support asking if they could get a drive out on Saturday for a Sunday delivery. He was cautiously hopeful he'd get a response by the end of the day.

Within 25 minutes, Ralph received a call back from Yaskawa Technical Support Engineer, Bob Bonczar, who assured him he would take charge of the situation.

On Saturday evening, Bob coordinated the shipment of a Yaskawa 250 HP A1000 drive with a Sunday delivery. He then followed up by sending Ralph a shipping confirmation number and phone number of the freight company at 9:07PM that night.

RESULTS

On Monday morning, November 30, at 7:49 AM, Ralph received the following email from the engineering manager at Petoskey Plastics.

"Ralph, the drive did actually show up yesterday afternoon. They are finishing the install this morning. Thanks again for all your help on this over the holiday weekend."

Thanks to Yaskawa's FREE 24/7/365 technical support, they have a distributor in Excel and a customer in Petoskey Plastics that are very pleased.

Said Yaskawa Drives Marketing Specialist, Christopher Jaszczolt, "Getting a drive out on a weekend is difficult enough, but to do so on a holiday weekend is remarkable. That is the type of customer support Yaskawa customers can expect."



For new installations or retrofits through 1000 HP, Yaskawa's A1000 Drive provides a single robust solution, regardless of your application. Free Yaskawa Technical Support is available 24/7/365. Don't let downtime cost you. Call us anytime you need us at 1-800-YASKAWA