

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.

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1-800 YASKAWA



One phone call gets you **FREE** technical support for your Yaskawa drives and servos. That's right. 24 weeks, 7 days, 24 hours. Our support team is standing by. All at no charge. So, for the rare times you may need some help with your Yaskawa drives or servos, use the toll free number above.

Don't let downtime cost you. Call anytime you need us. It's free.



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 a an old Safronics 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.

Results

On Monday morning, November 30, at 7:49 AM, Ralph received the following email from Brian Eckerlee, 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. Please send the part numbers and costing information today and I will get a purchase order into the system for you. Thanks

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 Product Manager, 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."