

CASE **STUDY**

£72k OF LOST REVENUE

**AVOIDED AT NORTH
EAST STEELWORKS
FOLLOWING FAILURE OF
HYDRAULIC FITTINGS**

CS163
TRACKUP REF: 5919



HAYLEY
DEXIS

HAYLEY DEXIS FLUID POWER // METALS

Focus on **value** **TRACK
UP**

THE SITUATION

On a Friday afternoon, an urgent call for assistance was received by the team at the HAYLEY DEXIS branch in Seaham. The customer, an operator of a large steelworks in the region, had suffered a mechanical failure and this had caused a production stoppage.

Production was due to resume at 10:00am the following day.

THE SOLUTION

After speaking with the on-site engineer on the phone, and consulting a photo of the failed machinery, the HAYLEY DEXIS team began work on sourcing replacement hydraulic fittings to remedy the problem. Stock of appropriate fittings

KEY VALUE AREAS



SERVICES



INCOME

was available at the HAYLEY DEXIS NDC in Halesowen, West Midlands, and these were promptly packaged and shipped directly to the customer for overnight installation.

THE RESULT

The customer was able to reinstate production before the commencement of the Saturday morning shift, meaning downtime was minimised by HAYLEY DEXIS acting quickly to source replacement hydraulic fittings from stock.

“
£720,000 OF LOST
PRODUCTION
WAS PREVENTED,
THANKS TO
THE MINIMISED
DOWNTIME.

”

CONTACT US!

Speak to your local HAYLEY DEXIS branch today!

You can find their details by using our online Branch Finder tool:

www.hayley-group.co.uk/branch-finder.

Without HAYLEY DEXIS having the stock available on this occasion, the customer would have been facing a minimum of twelve hours of downtime. The implication of this would have been around £72,000 worth of lost production.

Total cost of replacement parts for the customer was just £845.

KEY RESULTS

£72,000 in lost revenue avoided.

Production reinstated within challenging timeframe.





HAYLEY

DEXIS