

A CRITICAL DEADLINE, A CUSTOMISED SOLUTION

Using engineering expertise to solve a pressing challenge – on time and to budget.



CHALLENGE

To help a systems integration specialist deliver a time critical project – despite other suppliers being unable to meet the urgency or technical complexity.

EFFICIENCY-DRIVEN SOLUTION

- Full commissioning and installation of control valves and instrumentation
- Brand leverage as the leading ADC

PARTNERSHIP OUTCOME

- Successful delivery
- Minimised downtime
- Helped the customer realise some existing equipment wasn't fully fit for purpose – and finding effective alternatives

TECHNOLOGY AND BRANDS

- Emerson Fisher-Rosemount
- Westlock/Actuated Solutions
- HNB sensors



EFFICIENCY ENGINEERED



VALUE ENGINEERED



SAFETY ENGINEERED



PARTNERSHIP ENGINEERED



CONSISTENCY ENGINEERED



THE CUSTOMER AND BACKGROUND

Part of a major industrial group, our customer specialises in industrial control, instrumentation and automation, especially within the energy sector. Working closely with their own customers, their focus is on delivering smart and sustainable solutions, safely, securely and efficiently. Workplace environments are often complex and hazardous, and the sector is highly regulated, calling for specialist, approved components from reliable suppliers. It is for this reason that our relationship began.

THE CONTEXT AND CHALLENGE

Our customer's ability to deliver a project on time had been compromised because of supply issues around control valves that were required to meet certain specifications. None of their existing suppliers were able to source the product in time. Nor had any, to that point, been able to recommend an alternative solution which met the demanding specification. The customer turned to us for help, and we proved ourselves as the only supplier able to meet their requirements.

OUR APPROACH AND SOLUTION

Like other suppliers, we were unable to source the exact globe valve in time. Unlike others, we explored the possibility of using a ball valve instead. However, again there were insufficient products for on-time delivery. So we leveraged our strong relationship with our supplier to achieve a workaround. After a site visit to help our supplier understand our customer's requirements and the urgency of the project, we worked with them to reduce delivery time from 24 to 12 weeks – within the timescale.

This was a step forward. However, during discussions we identified additional technical requirements that hadn't been considered, including temperature measurement and a pneumatic actuated ball valve for waste discharge. In both cases, we were able to recommend – and deliver – effective solutions from within our portfolio, while also fitting from our local branch.

The project was duly delivered on time to their – and their own customer's – complete satisfaction. Our intervention helped avert costly downtime and waiting while protecting our customer's brand reputation.

Since this first urgent requirement, we have become an established and trusted supplier for valves and instrumentation, supporting the principal engineer and his team on further enquiries across a number of different projects. Our ability to go the extra mile, source solutions and use our expertise to deliver pro-active advice means we are in a strong position to undertake future projects.

"Although I've worked with a number of suppliers over the years, I'd never experienced the levels of support offered by MJ Wilson. The project grew as it went along, and they were always there, working long and late (I've got the emails to prove it) to source the right products and solve any on-going queries. Without them, we wouldn't have met the deadline."

MJ WILSON TRUSTED ADVISOR

Even though the customer's engineering team was highly skilled and experienced, they still needed detailed help on specific products, and our engineering team proved equal to the demands. Responding quickly to their calls, emails and queries, we helped solve technical challenges literally as they arose, helping them keep the project on track. Our knowledge and commitment inspired confidence and trust, and although this was a new relationship, it quickly became a strong one. It remains just as strong today. We quickly deliver the custom-engineered solutions that add value when and where you need it most, bringing reliability and consistency to a changing world.

Value Engineered. Partnership Engineered. Consistency Engineered.



VALUE ENGINEERED

50% FASTER DELIVERY BY LEVERAGING MANUFACTURER RELATIONSHIPS



PARTNERSHIP ENGINEERED

100% TIMELY DELIVERY OF PROJECT



CONSISTENCY ENGINEERED

80% REDUCTION IN DOWNTIME TO PROTECT CUSTOMER REPUTATION