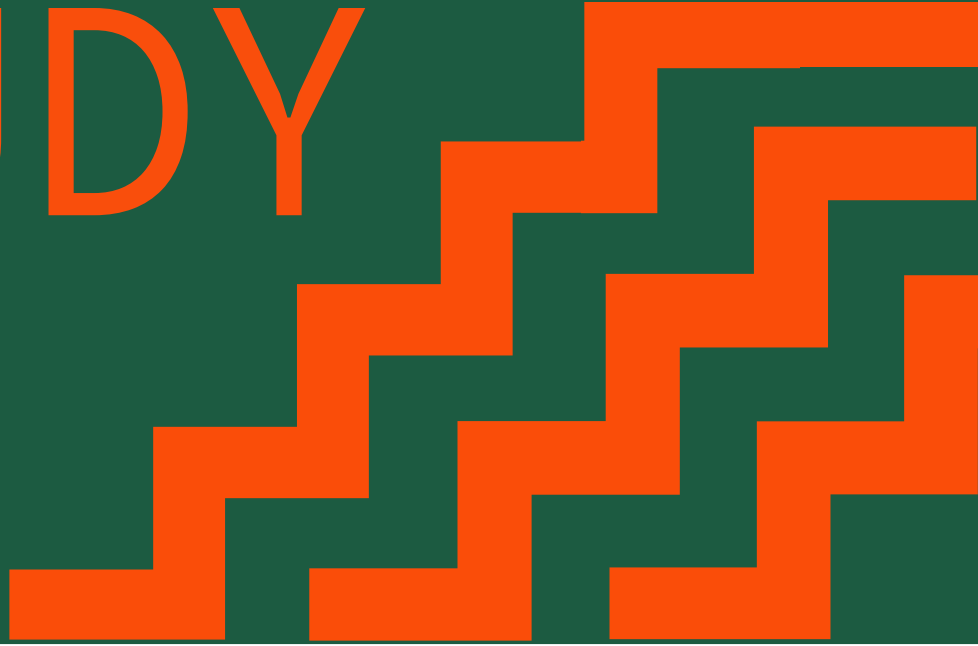


CASE STUDY



SPECIAL HEAD PLATE

OVERVIEW



Sam from a local developer & civil company had a Kobelco SK270 Excavator and needed an auger head plate at short notice.

Sam contacted other hire companies but wasn't able to find a head plate to suit his machine. Sam contacted earth gear also but unfortunately with short notice the initial response from the team was that earth gear also would not be able to supply the head plate required either.

CHALLENGES



The client needed a head plate that wasn't a stock standard size.

The lead time to manufacture the auger head plate Sam needed for his job usually takes 1-2 weeks.

SOLUTIONS

Because of earth gear's exceptional relationship with the manufacturer and also with Sam, earth gear was able to work together with the manufacturer and have the specially made head plate manufactured in under 24 hours!

earth gear delivered the head plate to site in under 24 hours too!



RESULTS

earth gear was able to leverage their relationship with the manufacturer and supply Sam with the custom made head plate within 24 hours. The custom made head plate meant that it was able to fit the Kobelco SK270 Excavator and Sam could use his Auger.

Sam was extremely happy which helped to strengthen the customer relationship between earth gear and Sam's company.

The quick solution and supply of the head plate reduced the amount of downtime on the job and helped to increase productivity.

