

Case Study | January, 2022

Building Strong Relationships Contributes to Everyone's Success

The Challenge:

In late September of 2021, a new customer's facility needed lockers for their remodel. Now, this is generally an easy project for Newton, except there was a catch. It was toward the end of September and the customer needed all products installed before the end of January 2022! Adding to the urgency, the lockers were on a bid which meant Newton had to win the project first!

Newton's Response:

Newton treated the challenge as we do any, with efficiency and passion. We quickly and efficiently reviewed the specifications and began working on a quote for the needed lockers. We submitted our pricing and got in contact with the General Contractor working the job. No matter what caused the initial delay of this project going up for bid, our only focus was on meeting their deadlines once we got the greenlight. Well, we won and the job was ours! Since it was a hot rush, our expert Mike Doiron jumped into action to provide the best service he possibly could.

Other Challenges:

Fortunately, early in this process, some irregularities with the measurements were noticed. Working quickly, Mike and the contractor got the correct measurements over to the manufacturer. This speedy response and great communication between the three parties saved everyone hundreds of dollars. With Mike asking the right questions, the general contractor being readily available, and our manufacturer keeping an open line up to Mike, meant all of these (fairly large) changes were recorded before manufacturing began. The end result was the drawings changed, but the price did not! So the customer got a great price and the product fit like a glove.

Project Highlights:

- Product: **200+ Individual Lockers**
- Facility Type: **Logistics Center**
- Project Deadline: **Mid-February at the Latest. Product Arrived in January.**
- Project Savings: **Hundreds of Dollars**



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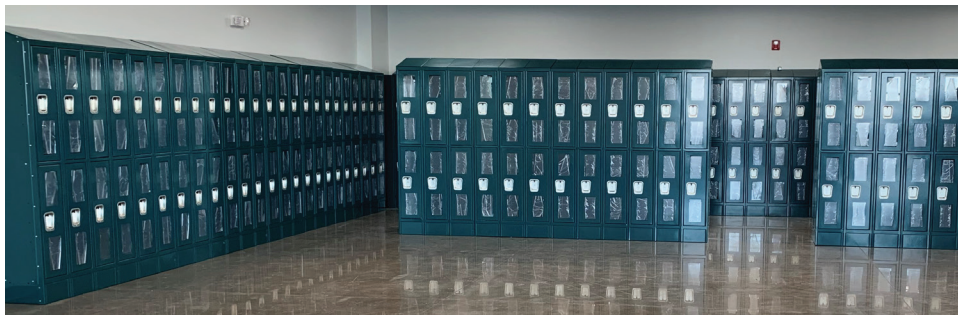
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The Solution:

Due to the pandemic causing so much havoc, the delivery was going to be delayed. Mike found a freight company with better lead times and the vendor prepared the product for shipment. The customer being extremely understanding said they could postpone the project into February if needed. Of course with Newton Distributing, it was not needed. The lockers arrived on time in the week of January 24th. The installers had them installed quickly and took photos to showcase a true photo finish.

Newton Distributing thanks all involved for a great, high energy project. We look forward to your next call!

Project Photos:



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