



Case Study

Weyerhaeuser

Reliable + Affordable + Quick Tool Repair = Satisfied Customer

Anyone that sells industrial packaging tools, like B2B Industrial Packaging, understands that they are a significant investment. Anyone that owns industrial packaging tools understands the value of repair over replacement. A good tool repair facility will quickly diagnose the problem, send a quote, repair the tool to factory specifications, perform a final test, and return the tool ASAP. This is why Weyerhaeuser relies on B2B Industrial Packaging for its industrial strapping tool repair.

About the Client

Weyerhaeuser, founded in 1900 and headquartered in Federal Way, Wash., is one of the largest pulp and paper companies in the world. It is also the world's largest private sector owner of softwood timberland; and the second largest owner of U.S. timberland. Weyerhaeuser has approximately 20,000 employees in 13 countries, including the U.S., Canada, Australia, New Zealand, China, and Mexico.

Weyerhaeuser grows and harvests trees, builds homes, and manufactures forest products worldwide—managing 20.5 million acres of forests. The company offers a broad array of wood-related products and constructs single-family houses, as well as develops residential lots and land for construction and sale. Not surprisingly, this company has enormous packaging needs.

Their Situation

Weyerhaeuser's Dallas branch, like many other branches, is highly dependent on its banding tools. When one would break, they would send it to a local shop for repair—a situation that was not completely satisfactory for a number of reasons.

"We wanted to find someone to repair our banding tools at a reasonable price," said Weyerhaeuser Operations Administrator Judy Rodriguez. "We have a lot of banders and it came to our attention that B2B Industrial does bander repair. My boss got the information on B2B, and everything checked out."

B2B Industrial packaging Senior Account Manager Kim Calcagno explained, "We needed to convince Weyerhaeuser that even though they would be sending their tools from Texas to Illinois, we could still get the tools repaired and back to them in a reasonable amount of time---often faster than the local repairperson."

Our Solution

Kim started by quoting repairs for 3 banding tools. Weyerhaeuser tried out B2B Industrial and was pleased with the results. "As far as pricing goes, they are very competitive," Judy said. "They did what they said they would; fix our banders correctly and in a timely manner."

Weyerhaeuser said that B2B Industrial Packaging's expertise proved to be very important to them; the banding machines are critical pieces of equipment that need to be fixed as quickly as possible and right the first time. Even though they were having their banders repaired locally, Judy said that it's been worth it from both a price perspective and a timeliness perspective to send them to B2B Industrial Packaging. "As soon as they receive it, they call or email us right away to let us know what the problem is, how long it will take to fix, and what the exact cost of the repair is going to be," she said, adding that the customer service has been excellent and that Kim responds immediately either through email or the phone.

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Their Success

“We are definitely saving money over buying the equipment new, but we are also saving money when compared to other packaging tool repair facilities,” Judy said. “We are aware that B2B Industrial also sells used equipment and we are considering that for the future.”

Kim keeps a record of the serial numbers of all the tools Weyerhaeuser sends in and when each was repaired so that she can let them know if it is time to replace either wearing parts or the entire tool. “I think they were initially sold because of the price, but the service is what has kept them coming back,” Kim said. “They said we were able to repair all 3 for less than they were paying to have a single unit repaired by their local service technician.”

Judy said that it's the expert service, fast turnaround, price, and also customer service that they like most about B2B Industrial Packaging. “Kim is wonderful to talk to. It's just a pleasant experience to work with them,” she said. “I believe my boss has recommended B2B Industrial to our other branches. When we find a service provider we like, we try to share the information.”

About Us

B2B Industrial Packaging offers the best packaging products, service, and solutions for businesses ranging from Fortune 500 companies to small growing enterprises. With a base of more than 2,000 active clients, we sell industrial packaging products, such as such as banding carts, strapping carts, steel strapping, polyester banding, polypropylene banding, steel banding seals, and stretch film.. B2B Industrial serves clients primarily in the Central Great Lakes, Northern California, Dallas, and Houston areas and operates a banding tool repair and strapping tool repair facility at its Addison, Illinois headquarters. To contact B2B Industrial Packaging, call 1-800-413-2463 or visit www.B2BInd.com.

Links

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