



Press Release

H.S.Pipeequipment's Value Adding Services

H.S.Pipeequipment (HSP) is a market leading valve distributor to the Oil, Gas, Petrochemical and Power Generation sector. The company is proud of their service offering and are committed to providing the highest levels of customer satisfaction, whilst capitalising on their proven industry track record.

Through spending time with existing and potential clients, it became clear that service levels and maintenance is a real problem for most sites, with some suppliers looking more towards a centralised stock and next day deliveries. HSP identified the demand for a diverse range of stock and implemented this through their stock holding in their Teesside operation, as often 24 hours is not a fast enough delivery time.

The company has had a presence in Teesside for many years, supporting the Petrochemical industry and has reacted to the changes in the market by developing and growing the company. With this in mind, a significant investment was made in the Teesside operation to increase the existing stock levels whilst adding new manufacturers to their holding, all specifically matched to site standards. Furthermore, HSP appointed a Project Manager to oversee the stock. Peter Everett CEO of H.S.Pipeequipment comments, " We appointed a dedicated Project Manager to oversee inventory requirements and orders, right through to expediting the on time delivery. We also implemented a new monitoring system, to spot trends in both sales and gaps in our range, which has proved very successful."

HSP are so confident in their service levels, they have entered site agreements guaranteeing stock items delivered in two hours maximum, if required. Furthermore, the company can offer a 24-hour service, which often proves invaluable during site shutdowns when problems can arise around the clock.

This was demonstrated recently during a shutdown on a Friday afternoon at a power station in Teesside. Steam lines were due to come on line the following day, however, a number of defective high-pressure chrome moly valves needed replacing. Although HSP held an agreement with the site and held the required stock, the valves were not part of the agreement. Using their extensive experience and solid relationship with leading manufacturers, HSP were able to source the valves within Europe and have them flown into Teesside for Saturday morning. The service extended further when a staff member collected the valves and ensured that they were delivered on site by midday Saturday. Due to HSP's quick sourcing and fast delivery the turbine was successfully re-started later that day.

Following this, HSP were recalled to identify how many chrome moly valves were on site along with the annual usages, these were then introduced to the Teesside stock holding to allow HSP to deliver them immediately should the situation occur again.

When unpredictable circumstances arise, it is vital to have a reliable supply chain partner who can provide you with the complete valve solution. Sites need to have confidence in their supplier to know their specifications and have the ability to supply the correct valve straight away. Robin Glew, Sales Engineer of H.S.Pipeequipment comments, "At HSP we make it a priority to listen to the needs of our existing and potential clients. What came across strongly from every site was for maintenance. I spent time with sites, evaluating their needs and tailoring our stocks to suit, where previously they had to pay premiums to have items bought elsewhere and put on transport, we have been able to demonstrate savings, in some cases, of up to 60%."

Sales staff at the Teesside branch currently have a minimum of 12 years experience in the industry and a combined experience in excess of fifty years. This is complimented by a wealth of industry knowledge based at both the project office in Newbury and the Aberdeen office, which all support each operation to resolve any project complications. Added to this is the backing of truly world-class manufactures, which has resulted in HSP being a formidable partner for any site's valve supply.

Dennis Skelton Sales Engineer for H.S.Pipeequipment comments, "After joining HSP last year, I was very impressed with the philosophy on service for the local area. I had spent my previous ten years serving the Teesside and surrounding sites so was very aware of the needs for maintenance teams can have."

HSP's capability and strength covers the full supply chain from assisting in the selection and technical evaluation of the ideal product through to order placement, expediting and delivery. The company offers the fastest response to enquiries and can supply valves within ultra quick lead times whether it is a single valve order or a multi million pound EPC project.

To discuss how H.S.Pipeequipment could benefit your company please visit www.hsp.co.uk or alternatively call 01642 608999.