

# YOUR CHALLENGES. OUR CONNECTIONS.



There's no obstacle we can't overcome **together.**

"When you treat the customer with respect, go above and beyond, the customer will come back to you for repeat business."

*Steve Adams, Key Account Sales Representative*

When you partner with Ferguson Industrial, you benefit from *all* of our partnerships.



We maintain close, long-standing relationships with our customers so we know their industrial MRO needs as well as they do. And we cultivate strong partnerships with Approved Manufacturers to be able to fulfill those needs quickly and with products our customers can trust.

A rolling steel mill in southern Indiana got into a jam when an actuator suffering from corrosive wear-and-tear broke down. The break affected a critical line in a vital area of their operation, so downtime meant a serious slowdown.

Since we'd collaborated with this particular customer for two decades, our associate knew exactly which actuator and mounting bracket they would need when the call came in. The mounting bracket required a customized solution for a 20" butterfly valve, and we were able to manufacture the specialized product through a third-party partnership.

Our associate also identified an opportunity to improve performance by implementing a larger actuator. Facing a two-week lead time on the new actuator from the manufacturer, our associate tapped into our extensive partnership network to find one locally that could ship much faster.

When the order was fulfilled, Apollo Valves, our Approved Manufacturer partner couldn't guarantee a delivery window, so our associate drove two hours to the truck line terminal to pick it up and hand-deliver it to the customer.

Even with the need for custom manufacturing, our expertise, connections and willingness to go the extra mile for our customers got the steel mill back to full strength less than two weeks after the initial break.

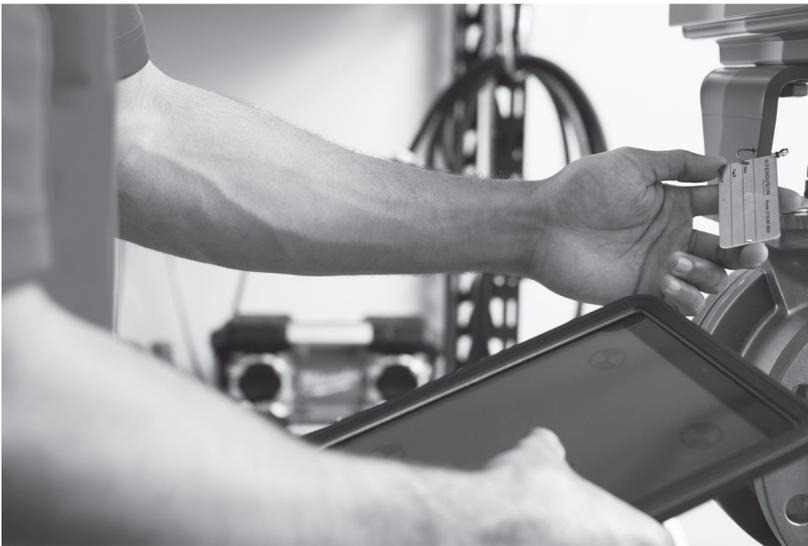
**Visit us online or contact us today to benefit from our full selection of services, including:**

- 24/7 availability for immediate assistance
- 2,500+ dedicated on-call associates
- Same or next-day service through our network of distribution centers and routes
- More than 150 industrial locations established across the nation
- Extensive inventory available online or via local associates
- National reach and local expertise you can count on

# ABOUT FERGUSON INDUSTRIAL



There's no obstacle we can't overcome **together.**



We're your complete source for projects of all sizes involving manual and automated valves. Our experienced technicians, cutting-edge automation facilities, extensive inventory and quality assurance program allow us to quickly meet requirements and provide exceptional service.

Our expertly trained associates offer valuable technical consultations and troubleshooting in product specification development, design, engineering, assembly and testing of automated valve packages.

We offer an extensive product line for almost any application, including:  
Electric | Pneumatic | Hydraulic | Quarter Turn | Multi Turn | Linear | Electro-hydraulic

The applications we can engineer include:  
On / Off | Control | ESD | Block | Diverting | SIL Rated

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