

Component Hardware solves problems, saves money for Southern Stainless

When your customers include some of the fastest growing restaurant chains in the country, you need suppliers you can count on. Clay Rankin, Vice President of Southern Stainless of Waynesboro, Virginia, relies on Component Hardware to not only deliver quality products on time but to develop new products that solve specific problems.

“Anybody can make a product but Component Hardware’s service and support really sets them apart and their quality is second to none. We now use their Encore® plumbing line exclusively”, says Rankin. “We’ve used them all but the Encore plumbing is superior to every other brand.”

Southern Stainless recently put Component Hardware’s engineering capabilities to the test when they asked for a special water-conserving faucet for one of their customers. “We explained the problem to the Component Hardware engineers and within days they came up with the solution”, says Rankin. “Their prices are very competitive, but you just can’t put a value on support like that.”

Encore

In addition to plumbing, Southern Stainless purchases a variety of fabrication supplies and components from Component Hardware. “We keep all of our products in stock and ship in just days—not weeks like most of our competitors”, says Harry Franze, Component Hardware’s CEO. A broad product line, short lead times and reliable delivery enable customers like Southern Stainless to issue fewer purchase orders and spend less time tracking shipments. Increased throughput and decreased inventory levels are other benefits that translate into considerable cost savings for Component Hardware’s customers.

Southern Stainless believes in developing partnership relationships with their suppliers and with their customers, and Component Hardware shares that philosophy. These close relationships facilitate innovation that adds value to their mutual customer’s business. “By understanding our customer, we can do a better job of developing new products and offering suggestions to increase their profitability and productivity” according to Ed Whartnaby, Component Hardware’s Executive VP of Sales. “We want to be the customer’s first call when they need help.”

For more information on Component Hardware products, please visit our website www.componenthardware.com/www.encoreplumbing.com or call 800-526-3694.



Clay Rankin
Vice President
Southern Stainless, Waynesboro, Virginia

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