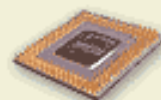




SpaceFitters
Keeping Customers
Online Full-Time

SPACE FITTERS

OUTDATED, UNDER-PERFORMING INFORMATION SYSTEMS AND HARDWARE CAN RESULT IN LOST PRODUCTIVITY AND MISSED CUSTOMER COMMITMENTS. HELPING BUSINESSES TO HEAD OFF THESE FAILURES HAS GROWN INTO A HIGH-TOUCH, HIGH-TECH INDUSTRY OF ITS OWN - ONE WHOSE CUSTOMERS DEMAND PRECISION AND HAVE ZERO TOLERANCE FOR DOWNTIME. SPACEFITTERS, INC., A 15-YEAR OLD COMPANY BASED IN SOUTH WINDSOR, CONNECTICUT, HAS BUILT ITS REPUTATION AS A LEADER IN THE BUSINESS BY UNDERSTANDING THOSE REQUIREMENTS AND BY DEMANDING THE SAME LEVEL OF SERVICE FROM ITS OWN SERVICE PROVIDERS.



AT A GLANCE

CHALLENGE

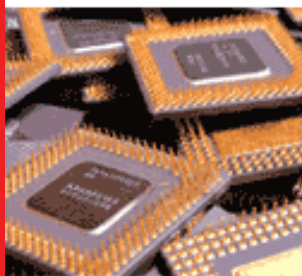
BEYOND-TIGHT DELIVERY TIME FRAMES LEAVE NO ROOM FOR FLEET FAILURES.

SOLUTION

A FULL-SERVICE LEASE PARTNER WITH ZERO TOLERANCE FOR DOWNTIME AND A CULTURE BUILT ON SERVICE.

BENEFITS

HIGH MARKS FOR CUSTOMER SERVICE; PREDICTABLE COSTS; AND RAPID RESPONSE TIME.



"We come to work every day determined to exceed the expectations of our customers and deliver services and experiences that are superior to those provided by our competitors," says Bill Woodman, president and chief executive officer of SpaceFitters. "The efficiency of our transportation function and fleet services is absolutely critical to our success. We have to have the right transportation partner if we are going to be successful."

A SOPHISTICATED
CLIENTELE IN A
HIGHLY REGULATED
INDUSTRY MEANS
NO ROOM FOR
ERROR. HIGH QUALITY
CUSTOMER SERVICE
IS KEY. THAT'S WHY
SPACEFITTERS
PICKED RYDER.



Specializing in the deployment, installation, recovery and disposal of electronic office systems, SpaceFitters was founded by Woodman in 1988. With locations in South Windsor, Boston, Baltimore and Orlando, the company employs 215 people and targets Fortune 1000 companies, with a special emphasis on financial and banking services, pharmaceuticals, health care and limited defense contractors. Current earnings are estimated at \$20 million. "Our trucks are driven by customer service representatives who are cross-trained to perform all aspects of the delivery, installation, connection and removal of office electronics," Woodman says. "They can perform specialized services, hook up systems, perform

data migration and software imaging, and ensure connectivity before they leave the customer's site. Failure to meet a time commitment for any reason can be devastating for our clients." Because of his positive experience with Ryder at a former company, Woodman initially rented Ryder trucks to meet the company's transportation needs. "The service Ryder afforded to a small customer like myself was extraordinary," Woodman says. "They met our challenges on time and every time."

"COMPLYING WITH STATE AND FEDERAL REGULATIONS THAT AFFECT OUR BUSINESS REQUIRES A TREMENDOUS AMOUNT OF EXPERTISE, AND RYDER'S CAPABILITIES IN THAT AREA WERE INVALUABLE TO US. IT'S A HIGHLY MOTIVATED COMPANY THAT PUTS A PREMIUM ON RAPID RESPONSE."

BILL WOODMAN *President and Chief Executive Officer of SpaceFitters*

When the time came to lease, other factors were part of the decision-making process. "We were attracted by the company Ryder is," Woodman says. "It's a national company with a strong service culture, and they understand our challenges. Complying with state and federal regulations that affect our business requires a tremendous amount of expertise, and Ryder's capabilities in that area were invaluable to us. It's a highly motivated company that puts a premium on rapid response."

Today, SpaceFitters relies on a fleet of 25 vehicles provided by Ryder on a full-service lease to meet customer obligations and to carry the company's banner nationwide. A fleet of show-quality Peterbilts, Isuzus, Kenworths, Freightliners and Fords, each dressed with chrome, eye-catching graphics and air-ride suspension, protect the sensitive cargo.

"We're very focused on the image of this company, and the particular units we order from Ryder require that a high degree of attention be paid to their appearance, particularly the options, accessories and the graphics package," Woodman says. "The icon of our company is the black-and-yellow truck that goes over the road.



A HIGH-PROFILE FLEET OF VEHICLES IS DRIVEN BY A TEAM OF CUSTOMER SERVICE REPRESENTATIVES WHO ARE CROSS-TRAINED IN DELIVERING TOPNOTCH SERVICE. EVERYTHING THEY DO SAYS QUALITY.

SpaceFitters' service menu is as diverse as its fleet. "Years ago, television sets and old computer systems were taken out to the curb and hauled away to landfills," explains Jeff Kayser, SpaceFitters vice president of logistics. "In recent years, states have passed legislation that prohibits the landfill disposal of used electronics, so businesses now must find proper avenues for the handling, dismantling and disposal of those items."

Rising to the challenge, SpaceFitters developed an environmentally safe process for the recovery, reuse and eventual disposal of materials that are extracted from used computers and other electronic office equipment. Used electronics removed from customer locations are routed to one of SpaceFitters' Project Support Centers, where technicians strip the data from the systems and dismantle the components into their various parts such as memory chips, hard drives, fans and power sources. Those parts and components are sent in batch lots to qualified reuse and remanufacturing facilities, where they are refurbished. Parts and components that are beyond remanufacturing are broken down so that raw materials such as plastics and heavy metals can be recycled.

RYDER GIVES
SPACEFITTERS THE
CONFIDENCE THAT
ROAD ISSUES WILL
BE HANDLED IN A
TIMELY MANNER.

Ryder
934139
HARTFORD, CT 0181

"Ours is an environmentally sound process that complies with federal and state environmental regulations," Kayser says.

"Data security is just as important to our clients," Woodman says. "To meet this need, we developed a multi-step process that meets Department of Defense specifications for hard drive sanitation. We can verify by serial number that every single hard drive we process has either been wiped clean or destroyed."

SpaceFitters maintains an elaborate in-house Learning Development Center, and each customer service representative undergoes a mandatory training regimen annually to keep abreast of changes in regulations, processes and technology.

HIGHLY SENSITIVE
MATERIAL DISPOSAL
REQUIRES ACCURACY
AND CONTROL.



A CHANGE IN THEIR DISTRIBUTION STRATEGY PROMPTED A RELATIONSHIP WITH RYDER THAT MOVED SPACEFITTERS TO NEW LEVELS OF EFFICIENCY.



Ryder contributes to that training with an industry-leading safety program. Ryder Account Executive Chris Tooker and Customer Safety Manager Judy Brown routinely hold on-site meetings where SpaceFitters personnel receive instruction and guidance on various aspects of transportation. Brown, a 30-year Ryder veteran, has arranged presentations by Connecticut State Police as well as Department of Transportation experts to discuss matters such as roadside inspections, logbook maintenance and other safety issues.

"It's another part of the customer service package that keeps us loyal to Ryder," Woodman says. **e**

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