

Prevalent Mid-west Chemicals Company Improves Delivery Efficiencies, Sales and Service to Customers

Mid-west Chemical Company

A growing Midwest chemical supply company that specializes in metal processing fluids and various industrial lubricants has implemented Tankscan Monitors to improve customer service and their bottom line.

Applications:

Chemical Tank Monitoring

Market:

Specialty Chemicals



Challenge

The chemical supplier was looking for a more efficient way to manage customer tanks and expectations, help save time and better understand their customer needs. The old way of calling a customer or physically checking tanks was no longer an effective way to do business. They were looking for a way to streamline their time, keep competitors out and provide overall better service to their customers. Tankscan monitors helped to solve these key points.

Solution

This chemical supplier turned to TankScan for a solution.

The TSU1000 monitoring system provides tank level information through any internet connected device. The monitor records various data from the tank including fluid levels, temperature, battery life and more, sending it to the AquaPhoenix Intelligence Platform (AIP) for review by assigned users.

The AIP system sends alert messages by text or email to the users indicating their fluid levels have dropped below a pre-set level. This allows for just-in-time deliveries while helping avoid product run-out.

Tank levels can be viewed from the field with a cell phone or from a PC at a remote office. The monitor is reliable, easy to use and install, while saving users time and money.

Management at the company states, “We like the low-level alerts which allows us to manage lead times for better visibility and planning.”

Results

The main benefits the Chemical supplier has realized since implementing the TankScan solution include:

- Sales reps no longer have to call their customers or waste time checking tank levels to schedule a delivery
- Provides useful data to understand and manage seasonal use
- Provides insights to how equipment is running and monitor changes in demand
- Management can review the timeline graphs showing fluid level depletion, fill points, and historical reporting
- Time saving, reliable and accurate readings that management can view remotely and monitor tank levels 24 hours a day

“Tankscan monitors were easy to set up and install, the Tankscan customer support team talked us through the process and helped set up account functions. If a company is dealing with a similar situation we had: manually checking tanks or calling customers to get fluid levels, they should consider these monitors. The Tankscan monitors help us save a lot of time for a little effort in the initial set up. It has provided us with peace of mind at our customer accounts with the ability to do a non-invasive check in on the tank levels”

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