

## Signing up for the JS Service Concept

Customer case - September 2020



Konvex AB - part of the SARIA Group, is the only company in Sweden, who handles and processes animal and vegetable by-products by means of sterilization and the new process called Biomal.

The raw materials originate from Swedish abattoirs and animal owners.

### Year-long cooperation

JS Propulotec has a year-long good, pro-active, and developing working relationship with SARIA, with whom we have a frame agreement in relation to servicing their pumps.

Dealing with Konvex on the other hand is new business.



#### THE CHALLENGE

Konvex has 3 JS LAP350 pumps running in their production – and additional 3 pumps in back-up.

Until recently, Konvex was not aware that the pumps were produced by JS Propulotec, and they took care of all servicing themselves – buying expensive spare parts locally in Sweden.

In addition, came the job of renovating and servicing the pumps. A job which they were not trained to do, so this was a time-consuming and not sufficient solution.

#### THE SOLUTION

Konvex contacted JS Propulotec in March 2019. By detours, they had realized that JS Propulotec was the original manufacturer of the pumps.

This initially led to a specific request on spare parts, and shortly hereafter a customer visit, where the frame agreement between the SARIA Group and JS Propulotec was presented – showing Konvex prices on pumps and spare parts and giving them an introduction to the proven JS Propulotec service concept:

Collect – repair – return.

A concept which means that you can simply send your pump to JS Propulotec premises, and the pump will be returned after servicing.

An agreement between Konvex and JS Propulotec was signed, and all future renovating and servicing of pumps will be handled by JS Propulotec.

## THE SOLUTION

COLLECT



REPAIR



RETURN

After signing the agreement Konvex will experience the following derived benefits:

- Quick service and delivery of pumps.
- Full competent and technical back-up.
- Longer pump working life.
- Enhanced uptime due to less maintenance.
- Significant savings buying original spare parts.
- Competent guidance and counselling.
- Pro-active dialog about future needs.

## Impressive and proven concept!

Konvex sees the potential for further cooperation and we already have a good dialog in relation to new business.

Marcus Andersson, Konvex says:

– We are very satisfied about the agreement we have made with JS Propotec. Now, we can rest assure that our pumps will be serviced in a quick and professional manner, and the support is excellent. Within 14 days JS Propotec collected - repaired and returned the pumps. This is quite impressive.

And he continues:

– JS Propotec has opened our eyes to new features, which will reduce costs and enhance uptime. Only sad thing is, that we did not contact them years ago.



Marcus Andersson, Konvex

Please contact us for further information about the case or for general information about our products and solutions: +45 9890 3566 - [info@jsproputec.com](mailto:info@jsproputec.com)