



THE GILMAN BROTHERS COMPANY

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FOR IMMEDIATE RELEASE

Customer Service is Gilman Brothers Full Priority for 2016

Through 24/7 access, in-house prototyping, same-day shipping and on-time delivery Gilman Brothers offers it all.

SOURCE: THE GILMAN BROTHERS COMPANY, GILMAN, CT, JANUARY 14, 2016

Customer service continues to be the driving force at Gilman Brothers with even more improvements in 2016 by striving to create a fully supportive and productive relationship with every client. "We had a record year in 2015, but that was yesterday and we are obsessed with tomorrow and improving the customer experience at every level of the supply chain to continue our substantial growth rates," says Bill VanHorn, Director of Sales. "We started looking at certain companies as sales targets, who became customers, but most importantly are now our partners."

Since the customer experience is of primary importance they offer 24/7 access to their Sales and production departments with renewed laser focused attention to growth initiatives by offering value added products such as their INFINITY®, MountCor® and InSite® line of foamboards. "Not many manufacturers open their plant 24/7 to any customer at anytime. We work seamless with the sales team to exceed all customer expectations. Our quest to improve all segments of the plant such as scheduling, production, inventory, quality and tracking all shipments will coincide with what the supply chain demands," says Mark Pimentel, Director of Operations.

They not only offer 20 minute turn around on project quotes, but have increased their inventory for same day shipping on in-stock items and lead times are within 1 week for special order non-stock items. They continue to improve scheduling procedures with 4-hour tracking updates and guaranteed on-time deliveries to keep client projects running smoothly and efficiently. They also have a Zund G3 on-site for full customer prototyping opportunities. Several new announcements coming soon—stay tuned!

For additional information visit our website at www.gilmanbrothers.com; email us at sales@gilmanbrothers.com; call EST business hours 860-889-8444 USA; or the 24/7 hotline 860-884-2077.

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