

LED Controls - Great Britain

Improving the availability through local presence



The client

The distributor called LED Controls is based in the United Kingdom and sells a wide variety of components for factory automation. They supply many panel builders and other application manufacturers around the northern parts of Great Britain with control equipment like contactors, power supplies and more. Since about two years back LED Controls started to sell ABB's pilot devices and they have certainly seen the benefits of that decision.

The challenge

LED Controls had used another large control equipment manufacturer as their source for pilot devices for the past seventeen years. However, when the contract came to its end about two years ago, LED Controls decided to see what the rest of the market had to offer. The reason for this was that the supplier they previously used had up to 60 days in response time when LED Controls had questions regarding the products. When the company went to look for a more agile companion in the area of pilot devices, ABB was happy to heed the call.

The ABB solution

The conversion from the former supplier to ABB's pilot devices has gone really well according to LED controls. This in part is due to the fact that ABB's pilot devices match the high quality requirements that LED Control's customers have. Another reason why the conversion has been a success is the way ABB have dealt with questions and requests from LED Controls. The distributor reports that they get response on their questions regarding ABB's pilot devices, much faster than with previous suppliers:

"Thanks to ABB we have shorted our customer response time from 2 months to 1 day for special requests." says LED Controls.

ABB is happy to do quick and agile business with LED Controls in the future as well.



Available for quick responses

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Contact us

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