

Emsco Ltd.

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"There were more and more products we were keeping on the shelves just for motor repair...and it just grew from there — products just kept being added," says Jakes of the business' evolution from repair to distribution. There are now 55 employees at Emsco and it is currently renovating its premises at 57 Cannifton Rd. to create more space.

Because many manufacturing companies operate 24 hours a day, seven days a week, Emsco has three employees on call at all times, and the emergency service is used frequently, says Jakes. "Most nights there is somebody working in the shop for a customer — usually several (are working)."

The company handles single and three-phase motors of all sizes, makes and models. It has worked on motors as large as 1,500 hp and as small as 1/100th of a hp (a tachometre that gives the speed at which a motor is turning).

Using a computer, Emsco can balance a motor to any standard and also balances other items such as impellers, fans and wheels. With their predictive maintenance equipment, Emsco employees can test and track the performance of motor windings,

insulation and any rotating equipment. Using vibration analysis equipment, they can tell a customer when a bearing will burn out and therefore catch the problem before it causes total motor failure.

"It's much more economical for the customer," says Jakes. Their in-house shop also repairs pumps and compressors and their on-site service covers electrical construction and lighting, control panels, electrical and circuit boards, AC/DC controls, load analysis and infra red, laser alignment, winding analysis, vibration analysis and more.

The precision of their work allows Emsco to offer a two year warranty on its repairs. That is something now being offered by other companies

but Emsco was ahead of the pack on the matter. "Other companies are starting to follow suit, but we were the first in the area," says Jakes.

Staying on top of technology has a lot to do with the company's success.

Emsco computerized its accounting department, before the computer craze, in the 1970s. Now management is in the process of replacing the company's computer hardware and software system so it will be entirely integrated.

Another type of technology they're using are the tiny computers called "Palm Pilots." They contain information on customers and their orders, day-

timer information and almost anything else sales staff need. Each day the customer order status is downloaded into the Palm Pilot, enabling a sales representative to tell a customer exactly where his order is at any time.

Emsco was also quick to place a webpage on the Internet, in May '96, and places common questions asked by customers, and the answers, on it (their website can be found at www.emscold.com).

The company's customer support staff keep their knowledge of products up to date by spending one day every two weeks in the field with manufacturers' representatives, so they can learn from a "hands-on" approach.

Recently, Emsco added safety products to its inventory. "There is a growing demand for safety products, as areas are identified in the workplace as needing safety products," says Jakes.

In a time of business closures and cutbacks, Emsco has just completed an expansion of its facilities, adding 30 per cent more shop space, and is looking to hire two more employees.

