

CASE STUDY

Richmond Primoid



HILTI

Richmond Primoid

Hilti delivers fast, quality repairs to streamline jobs and operations for Richmond Primoid.



The Challenge

Customers expect complete protection and on-time installation when they contract Richmond Primoid to waterproof or restore their building. Richmond Primoid needed a professional, global partner who could deliver the same level of complete protection and on-time tool repair.

Richmond Primoid also wanted a tool services partner who could act quickly to keep jobs on schedule, provide transparency into their tool fleet, and seek new ways to drive profitability in their operations.

The Fleet Solution

Richmond Primoid partnered with Hilti to build a customized Hilti Tool Fleet Agreement. This has grown into a broad tool services partnership covering their overall tool needs.

The solution today includes:

- Repair and maintenance costs are covered by full repair cost coverage for all tools covered under the agreement
- Coverage of powder-actuated tools, combihammers, 18V cordless kits, diamond saws and grinders
- Tools are repaired and returned in their region within three days, door-to-door
- Online, phone and face-to-face support
- Prepaid shipping labels provided to make repair orders easier to send from the field or from the shop
- Theft coverage to reduce cash flow and theft exposure
- Custom tool labelling to assign accountability to team members and differentiate Richmond Primoid tools from other contractors on the jobsite

Hilti. Outperform. Outlast.

Hilti, Inc. (U.S.) | 1-800-879-8000 | en español 1-800-879-5000 | www.us.hilti.com | Hilti (Canada) Corp. | 1-800-363-4458 | www.hilti.ca



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The Fleet Result

Increased Productivity

- Hundreds of breakers, diamond cutters and grinders have been repaired at no cost
- Tool repairs are automatically repaired and replaced at no charge including shipping
- Nearly all repairs are made the same day of delivery, door-to-door in three days
- Loaner tools arrive if the repair takes longer than planned, reducing down time
- Repairs are covered, which by extension, also reduces the cost of repair decision making and repair processes such as shopping for repair quotes and issuing purchase orders

Increased Flexibility

In the fall of 2013, Richmond Primoid needed additional tools to complete a fast paced federal project. They needed to seasonally tool up two crews to meet the aggressive job schedule. Hilti's new Tools On Demand solution provided the extra tools needed for the crews during this peak period and the flexibility to return them afterwards.

- The crews finished three weeks ahead of schedule and saved thousands of dollars by not adding to their traditional Fleet agreement or purchasing new tools.
- Tools On Demand increased productivity by 50% on their demolition applications.

Results may vary. Contact Hilti for full program details.

Real Time

“Tool Fleet Management is hassle free. It saves us time... and in our business, time is money.”

- Alvin Rose, Owner, Richmond Primoid



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