



## Advantage Customer Testimonial Project Engineer – Concrete Supplier

**“Proactive, dedicated service, fair prices are reasons AIA is our long-term partner”**

“Since 1940, with 70 manufacturing plants throughout the Western Hemisphere, we have made masonry construction and repair products for the residential and commercial markets. Our fully-accredited product testing, research and development center is in Atlanta.

Our relationship with Advantage dates back 15 years. I have used them to supply us with a wide range of products including PLCs, motor controls, pilot devices, motor control centers, and panelboards.

What and when we buy is driven by our construction needs – either to modernize existing plants with a mechanical and/or electrical system upgrade, or build new plants. Advantage has been especially helpful in configuration, layout and component selection for PLCs.

***The service from Advantage is excellent – they always come through. They know how to help me solve problems, they do not disappear after the sale, and they can adjust on the fly.*** If an unexpected glitch happens, they still get me what I need when I need it – especially when it is an emergency. For example, when I was in a bind, they went out of their way by quickly getting a big transformer out of factory inventory for me. Plus, I needed training when I switched to a higher level PLC processor, so I received my own personal 3-hour class session, even though they hold scheduled group training classes. What more could I ask for?

There are also tangible benefits we get from working with Advantage. We have chosen frequency drives in place of basic motor starters, which helped us save on energy costs and reduce downtime. What they do best, I think, is help meet our automation and power distribution needs. Their expertise is very broad; they’ve got guys that know something about everything.

I’m not the only guy here who knows how good AIA has been for us. Other people here, including my boss, appreciate how valuable they are. If I left tomorrow, I don’t have any doubt that my successor would keep on using AIA.”