

We Don't Just Do Pumps!



Project Overview

Client Name

Irish Water Dublin City Council

Supply Date

June 2017

Wimes Compliant Project:

NA

Reference Contact

Dermot Egan

Customers original request & our ability to select the correct Solution

To supply specialist dust filters for a treatment process that we supply progressive cavity pumps.

Process Description & Equipment Supplied

Lime powder added to water for treatment causes dust that needs to be captured by filters before going into the air.

Process for managing relationship with our customers

Value of Project
€1500

delivery team

The customer could not go direct to the manufacturer because they were not on the customer's approved supplier list. A quite common occurrence for Irish customers supplied with products or equipment from foreign manufacturers/OEM's. They came to DPS because we are an approved vendor and have built a good relationship with the customer over the years, based on technical expertise, trust and willingness to go the extra mile.

Process for handing over & Commission support Provided By DPS

DPS contacted the foreign manufacturer and ensured all information of the equipment was correct, as well as, providing drawings and a sample to the customer. All was accomplished within a speedy time-frame.

Once the customer confirmed they were satisfied with the product and price submitted by DPS an order was immediately placed and dispatched.

The customer was so satisfied with the product and the ability of DPS to source and competitively price this non-core products they have subsequently requested and accepted offers for other non-core products such as filters for liquids, gear boxes, motors and valves.