

CASE STUDY | LOGISTIC SERVICES



Customer : Manufacturer drilling motors
Product group : Dynamic Sealing Elements
Market : Oil and gas
Application : Self-lubricated metal backed bushings

ERIKS CUTS COSTS WITH INTEGRATED SUPPLY PROGRAM AND PRODUCT REPLACEMENT

Bushings for rotating down-hole motors



CHALLENGE

A leading company that designs, manufactures and sells premium quality drilling motors for directional, horizontal and vertical drilling was concerned by increasing lead times from their current supplier for key components needed in their operation. Their concern escalated when they discovered that other local suppliers were unable to guarantee better lead times or suggest an alternative product that was able to meet their engineering requirements. As the situation grew worse, they were facing difficulties that threatened to impact their operations. Facing delays in their operation, they turned to ERIKS for assistance.

SOLUTION

The ERIKS in-house technical team understood the extreme conditions and the high performance of bushings is critical. Utilizing ERIKS' application knowledge and technical expertise along with the greatest breadth of products available, a solution was developed to meet the customer's needs. The solution proposed was replacing the product with an ERIKS' product with greater availability while still meeting the engineering requirements.

The new ERIKS metal backed, self-lubricating bushings easily passed the customers' quality inspections and rigorous field performance testing. ERIKS also proposed their integrated supply program to alleviate the logistical problems they were experiencing with their current supplier.

OTHER BENEFITS

- Cost reduction

FURTHER COMMENTS

The customer was delighted with ERIKS' application and technical know-how. The selection of the ERIKS total integrated supply services also enabled them to cut costs by reducing inventories and giving them a greater certainty of supply and guaranteed shorter delivery cycles. In addition, they were also able to reduce product costs.

know-how makes the difference

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