

## Case Study: After-Hours Service Solutions

*See how our lightweight belting van helped a customer resume operations.*

### An Urgent After-Hours Request

Around 2:00 AM just days before Christmas, Motion Conveyance Solutions received an emergency call for their after-hours service. The customer, a well-known large bakery, experienced equipment failure during production. Their lightweight belting was failing, delaying their production and halting operations.

Motion Conveyance Solutions understands that faulty equipment can interrupt operations at any time. That's why our team is equipped to expect the unexpected. Since this job was requested after hours, the customer's options were limited. Fortunately, Motion Conveyance Solutions is prepared with our after-hours solutions team.



*Figures 1 and 2: Thanks to our after-hours solutions team, Motion Conveyance Solutions is ready to assist with customers' lightweight belting needs 24/7/365.*

## How Motion Conveyance Solutions Solved the Problem

“For us, it’s important to have this kind of message that we can support a customer in the middle of the night with a product that’s out of our fabrication center for a corporate account,” said Seth Stoner, Director of CV Project Management.

Within moments of being contacted, Motion Conveyance Solutions dispatched their lightweight belting van, which was dedicated to servicing onsite solutions. This lessened the amount of downtime the customer expected to face.

The lightweight belting van allows for fast response times on all emergency and standard lightweight belting install jobs. This is accomplished by always having all equipment stocked and ready for the next job. Within four hours, the customer could resume their bakery operations thanks to Motion Conveyance Solutions’ lightweight belting van.

“We have a van that’s always prepared and ready to go out and do jobs just like this,” Stoner said. “We have all of our presses and equipment inside. That way, our technicians can hop in the van once they have the belt cut and go out there and install it for the customer. We’ve grown our fabrication team members so much over the last year, and our goal is to have over 200 fabrication technicians in 2024.”

## Contact Motion Conveyance Solutions Today

Our Motion Conveyance Solutions team is available 24/7/365 to assist with your belting needs. [Contact our team](#) today to learn more.