

PowerVac's stellar service results in ongoing WA hospital equipment contracts



From left: PowerVac's service manager Ryan Finnie, managing director Gavin Adams and sales manager Tao Adams

By Kim Kamarudin

According to sales manager Tao Adams, there are a number of factors that set Western Australia's family owned and run, PowerVac Cleaning Equipment and Service, apart from its competitors. Premium equipment and machines as well as personal sales service and quality maintenance are just the start. Based in Osborne Park, the business has been operating for more than 25 years. In that period it has grown and developed but its founding product – the PowerVac back pack and pull along vacuum cleaners – are still manufactured in WA.

Adams proudly shared that the back pack's plastic is moulded locally and the internal bags are hand-sewn locally.

"PowerVac is the only cleaning equipment supplier in WA that still manufactures products locally," he stated. "Since our family took over the company in 1998 we have continued to produce the product. We decided to make every component as good as it could be for a reasonable price and each of the components can be replaced immediately if necessary.

"We manufacture about 1,000 each year that we sell locally, distribute to the eastern states or export overseas, providing a locally made alternative to the imported competitors," revealed Adams. "We have also developed strong relationships with international manufacturing companies like Tennant Company, Nilfisk and Karcher and started importing high quality wet and dry floor cleaning machines and equipment.

"We pride ourselves on providing premium equipment including vacuums, polishers,

sweepers, scrubbers, pressure washers, steamers and carpet cleaning equipment that customers can buy directly from our stock," he continues. "We have more stock on the floor of our showroom than any other and that is only a portion of what we have available from our local warehouse.

PowerVac pre-orders its machines as Adams said it's important for the business to have adequate stock for its clients. "If they order a piece of equipment we are able to provide it then and there or have it delivered the next day," he shared.

PowerVac's purchasing process starts when a customer calls, emails or walks into the showroom and asks 'what do you have for carpet cleaning?' Whether it's business, commercial, industrial or for private use, Adams explained that the reply is to ask the customer what they are actually trying to do?

"Our intention is to match the right machine and provide the right solution," he stated. "We start with an on-site consultation to determine exactly the type of work, surface and conditions of the site/s. Then we prepare and provide the client with a proposal that encompasses recommendations for short and long term equipment and consumables needs, servicing and maintenance options.

"When the customer purchases equipment we also provide and sign off on training on-site that includes the basic use, maintenance and safety for the specific machine," explained Adams.

The Aegis Aged Care Group situated in Burswood, WA came on board with PowerVac three years ago and part of the

agreement was to include staff training. According to Adams, PowerVac's staff test and tag each item of equipment prior to delivery to clients.

"This means our customers know when the equipment arrives on site it is guaranteed to be working," he said. "We don't want them to have a problem with a piece of machinery. It may be a significant investment in time, service and space, however, providing the best solution involves more than simply pushing a box out the door. We endeavour to go the extra mile and over time have been able to consistently demonstrate and provide the right gear for the right site," he stated.

PowerVac boasts some impressive clients including provision of all equipment servicing for Royal Perth Hospital; the supply and maintenance of equipment for The Perth Arena, Sodexo, Rio Tinto and BHP Billiton; and provision of equipment for local government facilities. More recently PowerVac was awarded the Serco Australia contract to provide cleaning equipment for the new 783-bed, \$2 billion Fiona Stanley Hospital.

"It is the largest equipment contract seen in the past couple of years," exclaimed Adams. "It was a lengthy process to be considered for the contract and will be an exciting challenge for our business. We are very proud to have been awarded the contract."

Adams works with a strong management team at PowerVac that includes managing director Gavin Adams, accounts manager Rina Rossi, and service managers Dale Adams and Ryan Finnie. The business has five vans to provide on-site servicing for large pieces of equipment as well as the service centre in Osborne Park.

"The servicing side of our business is important to us and our customers," remarked Adams. "With our focus on quality products, being able to provide servicing and maintenance helps reduce costs for clients, reduces downtime and means businesses can plan and budget effectively for the life of the equipment.

"We provide long term solutions for customers such as having commonly wearing parts readily available, which is especially important when you consider the equipment we provide costs anywhere from \$200 to \$100,000," revealed Adams. "Maintaining an asset like this is important for our clients."

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