

## **Polysoude UK – going from strength to strength...**

**Polysoude has a longstanding, global reputation for its commitment to innovative design, manufacture of cutting edge equipment and the fulfilment of customer requirements. The Polysoude UK sales and service team plays a valuable part in upholding this tradition of outstanding service.**

### **What is Polysoude UK's recipe for sales success?**

Based in Lancashire, England, the subsidiary company, Polysoude UK, is able to provide speedy responses and to tailor applications to the individual customer's requirements – providing perfect solutions. This service is made possible by the combination of talent and experience of the Polysoude UK personnel.

### **Organisation to promote good practice**

Under the leadership of the UK General Sales Manager, Mike Courtney, the organisation of the UK team has been specifically designed to provide an effective and productive knowledge base, in which the two main areas of standard and mechanised solutions stand as distinct domains. Furthermore, each one is fully supported by the UK services department. This format enables Polysoude UK to offer an extremely focussed approach to dealing with customer demands.



*Fig.1: The UK General Sales Manager, Mike Courtney, receiving clients during Master Classes.*

### **Competence across the board**

The UK Sales Manager for Standard TIG Orbital Equipment is, Colin Parish. Before joining Polysoude UK, he worked for 11 years at VBC Instrument Engineering, formerly Instrument Engineering. In his role as Production Manager he was responsible for Mechanical Design Engineering, Art design and all aspects of sales activities and office management. For the past 9 years, he has worked for Polysoude UK, where he is responsible for the sales of standard orbital equipment, material demonstrations, setting up of equipment, training and after-sales advice. His skills in design and sales are beyond dispute.



*Fig.2: Colin Parish, UK Sales Manager for Standard Orbital Equipment*

The area of customised automated TIG and Plasma solutions is the responsibility of Alyn Hall. For over 25 years, he worked for Messer Griesheim Ltd. His thorough knowledge of electrical engineering and welding enabled him to act as a welding consultant, before taking on the role of Sales Manager and Project Engineer for mechanised welding systems. He has worked for Polysoude UK for the past 15 years as, UK Sales Manager (Automation), making estimable use of his skills in electrical and electronic engineering, together with his experience of electrical and mechanical product development.



*Fig.2: Alyn Hall, UK Sales Manager (Automation)*

The work of both sales managers is reinforced by the services department, under the charge of Service Manager, Gary Hulme. His expertise as an electrical/mechanical service engineer within the welding industry has led to him being responsible for all aspects of installation and commissioning of equipment. He oversees service, maintenance, hire and calibration of equipment, as well as after sales servicing and the provision of spare parts. The Service Manager is assisted by welding support technician, David Martins, who undertakes welding samples, welder training and orbital welding commissioning.



*Fig.4: Gary Hulme, UK Services Manager, presenting Polysoude Services during open days*



*Fig.5. David Martins checking the weld pool during a demonstration*

### **A positive future for Polysoude UK**

Generating sales of both standard orbital equipment and mechanised solutions makes for successful business. The product managers have thorough background expertise, subject knowledge and experience in project management, which enables them to understand customer requirements and to develop solutions in their individual areas. These skills together with the close communication with the services department ensure that, within the organisation, each department works closely together, combining their expertise, in order to satisfy demand and to ensure the continued success of a thriving company.