



CASE STUDY FOCUS

Surface Preparation Preparation & Coating

TESTIMONIAL

"Groome's fast response to our situation was greatly appreciated. It was also important that Groome focused on safety while on our property.

And when the team finished on budget and actually a bit ahead of schedule, that was the icing on the cake."



CLIENT

East Coast Terminal



BACKGROUND

Groome was contacted by one of the world's largest privately held container terminal operators to address factory paint failure on their recently acquired ship-to-shore cranes. Several other companies were also called in for proposals.



OBJECTIVE

During the initial meeting with the client, Groome conducted an extensive walk-through of the terminal, collected data about the cranes and their existing warranty, and gained a clear understanding of the client's project needs and expectations.



SOLUTION

Groome delivered a technical proposal to the client that included the certification required by the port authority for painting contractors, and communicated data needed for warranty coverage to the client and to the company where the cranes were purchased. Groome established clear lines of communication with crane operators so that workflow interruption was kept to a minimum.



RESULTS

Groome worked to meet the client's request of completing the job within a certain timeframe, and also met a very specific request as to the start date. Upon project completion, photos and project details were sent to the client and to the crane representative to facilitate warranty claims.