



## CASE STUDY

# SERVICE WITH INTEGRITY

**NEED:** Our supplier is taking advantage of us and charging us for new items we aren't actually receiving.

**SOLUTION:** "Wildman makes us feel like we are #1 with honest and fair pricing and exceptional service."

"No one should have to put up with poor service or unethical business practices. We are thankful we switched to Wildman."

EHS Manager

## SITUATION

MetalX is a leading provider of recycled alloys to the aluminum industry. When MetalX realized their previous safety products and facility services provider was overcharging them for new fire extinguishers every month, and their old extinguishers were not being switched out to new ones like it was noted on the invoices, they felt taken advantage of, were angry, and knew it was time to find someone else. "We never felt like we were a priority to our previous provider, rather a flea on a dog's back," said a manager.

## ACTION

MetalX was very pleased with the process, "Switching to Wildman was seamless and easy and we appreciated how they took care of everything quickly. Change can be challenging, especially with all the products and service we need, but they kept things running on schedule and managed the entire process for us."

Wildman provides MetalX with first aid and safety items, janitorial products, uniforms, industrial supplies, mats, towels and mops... making it a simple process for all products, facility, and uniform needs which keeps MetalX operations running on target and simplifies invoicing and service.

The overseeing manager said, "No one should have to put up with poor service or unethical business practices. We are thankful we switched to Wildman."

## OUTCOME

MetalX was very pleased with the honest and fair service they receive from Wildman. "Wildman makes us feel like we are #1 with honest and fair pricing and exceptional service. I never feel like I am being pressured from our account service representative and appreciate his guidance on new products that fit our needs perfectly."

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