



ENVIRONMENTAL TECHNOLOGY

Rapid response impresses Saudi customer

The ability to source and supply a replacement seal in just two weeks has opened the door for further contracts between AESSEAL® and the Aramco Oil and Gas operation in Saudi Arabia.

AESSEAL® was able to demonstrate its speed of response after the Aramco terminal in Jeddah found itself without a spare seal when a pump came to the workshop for routine maintenance. The competitor company which had supplied the original seal quoted a delivery time of ten weeks. Aramco asked AESSEAL® Saudi Arabia if they could do better. AESSEAL® said that they would deliver a seal in less than three weeks, and with the help of the UK Engineering and Order Execution team, the product was delivered and installed in just 16 working days.

The speed of the delivery highlighted AESSEAL's commitment to providing the best possible service and support to its clients and was an example of effective collaboration between the AESSEAL® Saudi operation and the company's team in the UK.

The prompt response and the quality of service brought immediate results. Aramco Jeddah sent AESSEAL® Saudi Arabia a certificate of appreciation, praising the company for its "outstanding support and dedication". It also commended the AESSEAL® team's efficiency and professionalism, and its crucial role in ensuring the uninterrupted operation of Aramco's machinery.

"We value our partnership with your company," the certificate said, "and look forward to continuing our successful collaboration in the future." Aramco Jeddah also gave the assurance that they would recommend AESSEAL® to other parts of the company. As a result, within a month AESSEAL® Saudi Arabia began to receive enquiries from another Aramco terminal in the region.



'Outstanding support and dedication'

Industry: Oil & Gas
Product: SMSR™
Application: Oil Terminal
Reference N.O: TD3109521



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