



CASE STUDY #1 - *Chattanooga Choo Choo*

A tale of train engines, lorries, rot-proof canvas and a 200 mile journey from Devon to Berkshire.



Words from Richard Stone, Dem Technician from First Great Western, aka The Client

“We first approached SFM Tusker in October 2008 with a special requirement to transport six of our engines from Plymouth to Reading in an vehicle that was open to the elements. We needed this cover to be heavy duty and protect against the weather.

Within a couple of hours after I had called the office, the girls had arranged for a technician to come down and measure up the engines so that a cover could be made. Nicola then rang back with a material in mind, which was the rot-proof heavy duty canvas. She also gave me a quote there and then.

SFM Tusker completely sorted out our problem from start to finish and completed the job within just a couple of weeks. This included heat transfer branding on the canvas covers, which looked really smart.

I would not hesitate to contact SFM Tusker for any bespoke services that our company requires in the future, as their quality and customer service is outstanding”.

Words from Nicola Kimber, Senior Sales Co-ordinator, SFM Tusker, aka The Supplier

“One of the best things about working for SFM Tusker is the opportunity to provide the client with a solution that not only meets their expectations but, more often than not, exceeds them.

I can clearly remember Richard Stone from First Great Western calling us. He knew what he needed but was unsure whether there was really a solution out there to completely fit the bill. After all, it's not like it was a car engine we were talking about!

I got one of our technician's out to measure up and we talked in the office about which material was going to work best. Richard was really pleased with the outcome and I look forward to the next time he calls us with an interesting project to help with”.