



OVERCOMING Mother Nature

Overview

A customer from Louisiana called the Omni Cable Houston branch to request material the same day. Although the closest stock was located in the Denver branch, the Omni Cable Houston Account Manager was able to get the material to the customer the same day despite some bumps in the road due to Mother Nature.

Challenges

Omni Cable needed to ship material from Denver, CO, to the Alexandria Airport, LA, and have it there for the customer that evening. The flight, which was to connect at Houston, TX, was delayed an hour due to inclement weather. This delay canceled the flight from Houston to Alexandria, and the material was not going to arrive until the next day at NOON - that was not going to work.

Solution

Omni Cable called to put a stop on the material once it arrived in Houston. Omni Cable then rearranged a new pickup in Houston to grab the material and expedite it to Alexandria. The material arrived a few hours later than expected, but Omni Cable was still able to get it there the same day.

Results

At the end of the day, the customer was impressed with the Account Manager's attention to detail and the committed service that Omni Cable provided, despite Mother Nature getting in the way. This customer now knows they can count on Omni Cable for future emergency services.