

# MaxPower helps chalk up another “win” for R.M. Stoof & Associates

In business, few things are as rewarding as a win-win situation. With that in mind, Pittsburgh-based reseller R.M. Stoof & Associates chooses to work with MaxPower to supply its critical power and infrastructure products.

“With their outstanding support, we are able to provide outstanding support to our customers,” explains Sales Manager Jim Stoof. “This allows us to win, and our customers to win.”

Stoof cites a number of advantages to partnering with MaxPower, not the least of which is the high level of technical support provided by the Customer Support Center.

“It’s very beneficial having the ability to discuss with an experienced group of people about an installation and various applications,” Stoof reveals. “The group of former Best Power employees (at MaxPower’s Customer Support Center) is an outstanding resource that I am very happy to still have access to. This helps ensure that we get the right system for each application.”

Additionally, Stoof praises MaxPower’s level of product availability, noting, “They are able to fill orders quickly and solve our customers’ needs.”

Furthermore, the company appreciates MaxPower’s willingness to use R.M. Stoof’s shipping labels whenever drop-shipping to an end user, thus giving the perception that the product was sent directly from R.M. Stoof’s warehouse.

Another benefit that contributes to the reseller’s high level of satisfaction is MaxPower’s timely communication of pertinent information.

“There are a number of checks that are done to confirm the right product gets to the customer at the right time,” says Stoof, pointing to the email notification sent at the time each order ships. “We are provided with tracking numbers so we can contact our customer as to when their product will arrive.”

Stoof also values the fact that MaxPower provides immediate notification of shipping costs, explaining, “The benefit is that we can invoice our customer immediately, which reduces our collection time.”

In the end, it is MaxPower’s overall pledge to reseller service and satisfaction that R.M. Stoof finds so valuable in a business partner.

“We can always reach someone who is willing to get us information and solve a problem,” says Stoof, “which in turn helps provide a quick response to our customers’ issues.”

There’s nothing like a win-win situation!