



ROL Group Finds Value in Exceptional Customer Service

ROL Group, a manufacturer of ergonomic office furniture and retail solutions, has come to see Arvco as a trusted partner and a pivotal contributor to its supply chain. The relationship with Arvco is not just a matter of convenience but a strategic choice made after evaluating its other suppliers. The shift towards Arvco was driven by their unmatched customer service.

Responsiveness Leads to Change

The collaboration between ROL and Arvco started before Jaymie joined ROL, who has been with the company for eight years. However, just before the pandemic, the relationship changed. This period marked a strategic reassessment for ROL. "We went through a whole winnowing process just before COVID, trying to figure out the top-level solution for everything. Arvco emerged as the choice for our corrugated packaging needs," said ROL Senior Project Engineer Jaymie ROLfe. "Their customer service is just so much better than the others. By late 2020, we were using them exclusively."

The importance of responsive and attentive customer service cannot be overstated in a highly competitive business environment. "With Arvco, the turnaround time is phenomenal. We hardly ever wait more than 24 hours for a response, and it's usually the same day," said Jaymie. This level of responsiveness is critical for ROL, especially since it manufactures high-value ergonomic furniture, and delays impact its customers and sales.

Design Expertise is Appreciated

One of the key aspects of Arvco's value to ROL is its design expertise. Jaymie, with a background in design engineering, appreciates the collaborative approach to packaging design. "I can count on

them for design work. I just give them a rough idea, like 'we need a 2-box solution, and it has to be an ISTA 3A pack,' and a CAD sketch, and they work on it, ensuring everything fits perfectly. They know all the guidelines. A day or two later, someone is dropping off samples for us to try out," he explains. This partnership has enabled ROL to navigate the challenges of packaging heavy ergonomic furniture, ensuring products are protected and arrive in pristine condition.

Customer Service That Goes Above and Beyond

Arvco's dedication to going above and beyond is evident in its hands-on approach to customer service. The instances in which Arvco's team personally delivers prototypes or urgent parts underscore their commitment to supporting ROL's needs. "One of Arvco's team will jump in their truck and bring parts up. It's amazing," says Jaymie, highlighting the personalized service that Arvco provides.

When asked about the number one value received from working with Arvco, Jaymie does not hesitate:



It's definitely the customer service. The quick turnaround time and their focus on us make a huge difference. They make us feel like we're their only client.

