



Working hard **for you** in 2012



Access Engineer

Up-to-date news from IPS



www.ips-ltd.biz

Welcome to 2012! This winter edition of **Access Engineer** has lots of news to keep you updated on IPS activities, with features on new products and catalogues, our **10 Year Anniversary** and some give-aways to keep you warm and toasty!

Winter 2012



TEN YEARS IN THE MAKING IPS CELEBRATES 10 YEARS IN BUSINESS



Organic growth saw IPS move to its current HQ in Telford in 2010

Hard to believe that ten years have passed since IPS was first established in 2001.

During that time the company has grown into one of the leading parts and after-sales service providers in the powered access market. We have spread our wings and built up parts operations in Australia and France, and work with several distributors across the globe, while in the UK we have successfully established a national after-sales service business.

Organic Growth

IPS started out in 2001 in a small building with one office and a workshop based in Newport, Shropshire. In the first year the company saw revenues of £1.3 million but a £194,000 loss.

It took until 2005 to turn a profit and since then IPS has gone from strength to strength, with revenues last year of over £7 million.

Our organic growth has required us to move home twice. In November 2010, IPS opened its Harris House Headquarters in Telford, Shropshire.

"Mad as Hatters!"

IPS celebrated its Ten Year milestone with a 'Mad Hatter's Tea Party' on November 5th 2011 for its entire staff and their partners.

The celebration room of the Dormy House Hotel in Broadway was themed and included a 2.5m high enchanted tree, giant topiary trees, a black and white chess board dance floor, teacups and saucers, and bright pink candelabras on every table!

Thank You To All Our Customers

The directors and staff of IPS would like to say thank you to all customers for your continued support over the past ten years, **We couldn't do it without you!**



Left - Celebrating 10 years of IPS
Right (L:R) - Tony Jennings, Rick Mustillo and Kevin Shadbolt

NEW CATALOGUES



In the last newsletter we introduced you to our **350 Catalogue**. We've now added two further catalogues to our range

THE NEW SAFETY DECAL CATALOGUE

Includes safety and instructional decals, plus full decal kits for a range of manufacturers' products including Genie, Grove, JLG, MEC, Skyjack, Snorkel and UpRight.

THE NEW CONTROLLER CATALOGUE

Featuring controllers for JLG, Genie, Skyjack, UpRight, Grove, Snorkel and Terex equipment.

Request your catalogue today!

Call our parts team on **+44 (0)1952 607660** or visit www.ips-ltd.biz



New parts distributorship for **IPS**

We're delighted to now be the **official distributor for Grove Manlift parts in the UK and Ireland.**

This gives customers an outlet for buying genuine OEM parts for the SM Scissor range, MZ straight booms and AM articulated booms.

We were appointed in August through MinnPar, a US company, which specialises in the supply of out-of-production and obsolete product lines.

Owners and operators of Grove Manlift platforms can now benefit from improved product availability and faster delivery response times. Parts will be held in stock at IPS's premises in Telford, UK. We will also have access to Grove Manlift parts and service manuals and technical support.

Sander Mellaard, IPS's Parts Manager, said:

"With our existing distribution network and support services, we can offer MinnPar and its Grove Manlift customers a professional and improved parts sourcing solution."

Art Ashworth, MinnPar's Vice-President of Sales & Marketing, said:

"We are extremely happy with the appointment. IPS has an excellent reputation. We have no doubt that together we can offer the UK market a faster and more efficient solution for sourcing Grove Manlift parts."



THE IPS PRICE MATCH PROMISE

We won't be beaten on Price!!!

That's right!

IPS has launched a price match promise on the 350 fast moving replacement parts featured in our **new 350 Catalogue**.

If a competitor offers a better price for any of the products featured, and their products are like-for-like, in stock and available for immediate delivery, we will happily match their price.

Our price promise is ongoing and applies to all the parts featured in the 350 Catalogue launched in May 2011.

All parts in the catalogue are in stock, available for next day delivery and can be easily ordered by phone, fax or online at www.ipspartsonline.com.



IT'S ALL ABOUT ECO!

INTRODUCING OUR NEW OUTRIGGER PADS

We have recently introduced another new product to our growing portfolio **The Eco Lift outrigger pad.**

Made from high quality, heavy-duty polyethylene, Eco Lift is **ECOLOGICALLY** and **ECONOMICALLY** justified...and it carries a lifetime warranty against breakage!

Why choose ECO Lift Outrigger Pads?

- The lightweight material will not splinter or absorb water
- Extensive working life with its high resistant impact factor
- Extremely safe, and under normal working circumstances they're unbreakable
- Adapt to working surfaces with their in-built memory foam technology
- Excellent value for money
- Custom sizes available, plus the option to engrave



The new Eco Lift outrigger pads from IPS are available to order now.

IPS & PLANET PLATFORMS GREAT SERVICE ONE YEAR ON!



In July 2010, IPS bought the Planet Platforms Service Division and combined the teams and best practices of both businesses to provide one of the industry's largest independent after-sales operations.

We welcomed some big names to our service contracts like John Lewis, Tesco, B&Q and Asda plus many other companies, and a further 1150 machines to our service portfolio.

National Engineering Team

Today, our service team has 17 mobile engineers plus five workshop engineers. We can proudly say that we have full national coverage from Scotland to the South Coast.

We also have a National Service Support Team here at Telford that includes six administration staff responding to breakdowns, booking call outs and booking service and maintenance visits.

After-Sales We have it covered!

We offer a complete after-sales service, including callouts and breakdowns, regular service, maintenance agreements and repairs. We have the expertise and knowhow to keep your machines working on site.

Not forgetting our improved parts availability.



Bigger and Better

One year on, we are confident that we can continue to offer all our customers an excellent after-sales service. We are constantly working on ways to improve all aspects of what we do – technical advice, parts availability, valuable customer service, increased coverage, increased engineer availability and quicker response times.

As of February 1, both divisions will operate under the IPS service brand.

OFFERING YOU MORE

...with our brand new 'Service and LOLER Plus' maintenance package.

Upgrade to our 'Plus Package' and receive full breakdown cover (applicable during the standard working week) inclusive of labour, travel and mileage charges*. Servicing and LOLER inspections are included as normal.

And the best bit? If you have a breakdown and need an engineer quickly – just pick up the phone and give us a call! The cost is already included in your package, so no need to arrange an additional purchase order.

* Breakdowns limited to a maximum of 4 callouts per year and excludes parts. Payment required in full after the first visit.

IPS KEEPING YOU WARM THIS WINTER

We're happy to help keep Jack Frost at bay with our warm winter hats and gloves. Ask a member of the IPS team for your winter give-aways and we will send them on to you.

APEX 2011

IPS had a great time exhibiting at APEX, the international trade show for access equipment, in September.

We proudly promoted the IPS brand on our new stand showcasing new and existing products, including three new catalogues, our Price Match Promise, Parts Pal and the new Eco Lift outrigger pads.

The APEX team included UK Parts Manager Sander Mellaard, Operations Director Kevin Shadbolt and Marketing Manager Lucy Bebbington. They were joined by Frédéric Allier, Managing Director of IPS France.

They were delighted to meet distributors and customers to discuss new developments and activities for 2012 and beyond.



IPS's new stand at APEX 2011

Machine of the minute

We have a number of refurbished Pop-Ups for sale at just £1,275. These versatile platforms are in great condition and are the perfect solution for working in clean room environments, narrow aisles and restricted spaces.

Make/Model: Pop-Up Personnel Lift
YOM: 2005
Working Height: 3.63m
Platform Height: 1.63m
Cage Capacity: 240kg
Weight: 235kg
Power Supply: Batteries

The Pop-Ups are fully refurbished, serviced and tested with a 6-monthly LOLER inspection and new batteries.
Price subject to VAT & availability



Meet the team

Here at IPS we are continuing to expand our team to provide you with an even better service. Let's just take a minute to introduce you to our latest recruits.

Who's new?

Holly Flux and Claire Marchant have both joined the Service Department as administrators together with Charlie Forbes our new service engineer covering Scotland.

We have expanded the warehouse team with the appointment of Alex Vasalonaka.

Cassie Craik has joined the Purchasing Department working alongside Dale Hayler and his team, and Accounts welcomes Sophie Jackson as Purchase Ledger Controller.

We hope you join us in welcoming them.



Holly Flux



Claire Marchant



Charlie Forbes



Alex Vasalonaka



Cassie Craik



Sophie Jackson

Distributors in France Spain Germany Scandinavia Turkey Poland Australia

Head Office UK: IPS Ltd, Harris House, Hortonwood 50, Telford, Shropshire TF1 7AA.
for parts: +44 (0)1952 607 660 for service: +44 (0)1952 671 400 www.ips-ltd.biz