



TOTAL FILTRATION SERVICES

Forging a Strategic Partnership With a Global Leader in Renewable Resources

Customer Case Study



PROFILE

A global fiber-based product industry leader specializing in sustainable packaging and absorbent pulp solutions was searching for a strategic partnership focused on reducing the total cost of ownership (TC) and streamlining their sourcing process and product management.

With net sales exceeding \$21 billion, and a presence in over 10 countries and 35 U.S. states, this Tennessee-headquartered company not only boasts a rich 125-year history, but also demonstrates a remarkable commitment to sustainability across its 250+ locations worldwide. Employing 40,000 individuals and serving over 21,000 customers, it distinguishes itself as the largest entity of its kind.

CHALLENGE

The customer was selecting suppliers of fluid power materials for their 26 paper mills in the United States and Canada. Total Filtration Services (TFS) was invited to submit a proposal after being referred by another Fortune 500 company due to its 30+ year track record as a solutions-based supplier of filtration products for industrial and commercial customers.

The customer was committed to finding a strategic partnership to reduce the total cost of ownership (TCO) and streamline the sourcing process and product management.

In addition to the standard requirements of high product quality and short lead times, the customer's proposal process strongly emphasized associated technical services and the ability to provide direct support to each paper mill regularly and in emergencies.

THE TFS SOLUTION

The customer's needs, as described above, were a perfect match for the TFS value proposition.

As North America's largest single-source industrial distributor of filtration products, TFS effortlessly addressed all the customer's questions throughout the proposal process.

TFS communicated its commitment to fostering strong relationships with primary and secondary preferred manufacturers in all product categories to ensure customers receive best-in-class products with unmatched flexibility. As a stocking distributor, TFS ships products from 13 strategically located distribution centers and drop-ships from manufacturers to optimize the supply chain and minimize disruptions.

In response to questions relating to technical services, TFS shared the profound filtration expertise of the sales and support staff...



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Boasting an average of over 10 years of experience, TFS field representatives excel in providing durable solutions to both common and complex filtration issues.

This wealth of experience is continuously enriched as reps share application knowledge within high-performance, cross-functional teams known for their innovation and problem-solving capabilities. Moreover, close partnerships with industry-leading manufacturers ensure the team is always at the forefront of filtration technology, enhancing the value delivered to each customer. Through this blend of internal collaboration and external education, TFS field reps are equipped to meet immediate needs and anticipate future challenges, offering our customers comprehensive, forward-thinking solutions.

RESULTS

Upon reviewing the TFS proposal, the customer indicated it was among the best they had received. It responded thoroughly and concisely to all questions before the posted deadline.

Given the perfect alignment between the customer's needs and the TFS value proposition and the desire for a strategic partner focused on reducing TCO, Total Filtration Services was selected as the supplier of choice and will begin providing filtration solutions in 2024.