

# CASE STUDY

## FRATELLI BISSO DISPLAY UNIT

### CUSTOMER OVERVIEW

Established in 1843, Burlington Stone are a family run, British company who are today the guardians of the 500 year old traditional slate and stone industry in Cumbria. For nearly 200 years Burlington Stone has worked the high quality, unique and beautiful natural slate and stone minerals to be found in the mountains and fells of the Lake District and south Cumbria. Today this industry is in safe hands as they ensure that the traditional skills and techniques used to work these stones endure, with modern cutting machinery and green technologies added, to deliver a beautiful, long lasting, sustainable, British natural material.



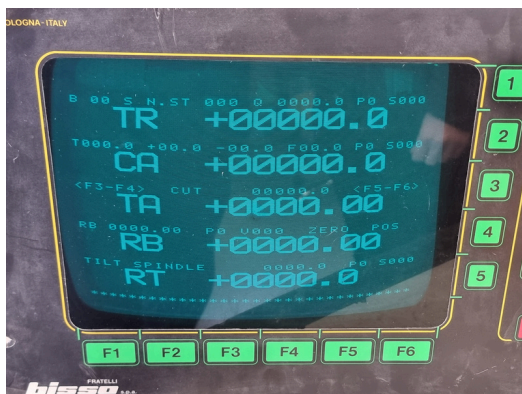
### Challenge

A display board on a key machine was displaying 'fuzzy' with unreadable text meaning it couldn't operate. With the machine being over 40 years old and the original equipment manufacturer (OEM) unable to support, Burlington Stone were left with two options, repair or replace.

### Decision making process

We were approached by Burlington Stone after they found us through an online search. They were looking for a local company with the relevant expertise. Replacing the machine would cost hundreds of thousands of pounds and as it was only the display screen that wasn't functioning correctly, they wanted to repair instead of replacing.

Their Engineering and Operational Improvements Manager contacted our Workshop Manager to discuss the issue in more detail. Following the initial conversation, an email was sent containing photographs of the unit, details of the suspected fault, and electrical drawings of the panel. Once it was confirmed that we could provide support, the unit was sent to our workshop, where one of our skilled technicians carried out a full fault diagnosis and developed a repair plan.



**"Finding someone with the right expertise local to us felt like a challenge until we found Like Technologies right on our doorstep."**

We knew this repair was urgent and the machine downtime would have a significant impact on the business. We were able to provide a quick turnaround and return the screen in full working order.

More recently we have undertaken a site survey, identifying 'at risk' areas and putting a routine maintenance plan together. Working with them to ensure the downtime risk is reduced.

"We were struggling to find a local repair shop capable of fixing the Bisso stone saw display screen. Because this is an older screen, finding someone with the right expertise local to us felt like a challenge until we found Like Technologies right on our doorstep."

Sally and the team reacted incredibly quickly to our needs. They understood the urgency, took on the challenge, and returned the screen to us in full working order.

As this screen is part of a critical piece of older machinery, their repair has given the entire machine a completely new lease on life. Thanks to their fast turnaround and excellent technical skills, our stone orders are keeping a steady pace without any major disruption.

We can't thank Sally and the team enough for their brilliant service. Highly recommended!"

Daniel Judd — Engineering and Operational Improvements Manager, Burlington Stone