

Target Specialty Products delivers customer service that helps their customers grow

Assured Environments praises exceptional support of its Target Specialty Products representative

When your account rep loads up her own car and drives over state lines to fulfill a last-minute order directly to your door, you know you've found the right distributor.

That was the experience of Assured Environments, a New York City based pest management company that focuses on commercial, food safety, healthcare, universities and residential properties.

The company has had a long-term relationship with national pest management product distributor Target Specialty Products, which acquired chemical distributor Residex in July 2016.

Andrew Feldstein, vice president of operations for Assured Environments, admits that the transition between the two companies took some adjusting initially. But when he and his team met their new account manager, Lisa DiDomenico, at a national meeting, everything fell into place.

"Lisa was the catalyst to stimulate increased business with our company; my team loves dealing with her," says Feldstein. "She is second-to-none in customer service."

According to Feldstein, any issues his company has are addressed almost immediately, which is critical in terms of day-to-day operations, particularly as customer service is central to his business.

The fact that she has, on no less than six occasions, delivered supplies to them directly when there has been a customer emergency, has not gone unnoticed.

"She will make a client happy; that is in line with how we operate our business," says Feldstein.

Assured Environments is a large company that services New York, New Jersey and Connecticut; that alone can pose delivery issues. However, Target Specialty Products has been able to deliver to multiple locations for the company on set days.



Andrew Feldstein



Lisa DiDomenico

"We don't always make it easy to deliver at a specific time," says Feldstein. "They've been great about fitting our schedule into theirs."

Feldstein said that his company has been looking at a new space, which will serve as another delivery point.

"We will give them access to drop off deliveries, whether we are there or not," he says. "And we wouldn't do that for them unless we had the trust level

we have with Lisa."

Moreover, Feldstein says that the company's pricing is very competitive, which is why Target Specialty Products has a significant piece of the Assured Environments annual spend. Also, Target Specialty Products has introduced Assured Environments to new manufacturers that offer comparable products at better price points.

For Assured Environments, it all boils down to the loyal partnership between the two companies, as well as mutual support. Feldstein says Target Specialty Products sponsors both his company's golf outing and its annual training meeting. "We've had a long history with them, and there was a slight blip on the radar where Lisa came in and bridged the gap," Feldstein concludes. "From that point on, she really drove the bus with my team and understood their needs and expectations. It's been a very nice fit."



www.target-specialty.com/pmp