

Rolling Center boosts technical back-up to aid buyers

ROLLING CENTER has put renewed resources into customer technical support, offering a multitude of options to buyers.

The Leeds based gate hardware supplier has strengthened its team and is collaborating with the DHF to offer safety courses at the Whitehall Cross hub.

Jason Swift joined Rolling Center at the start of the summer with an electrical engineering background spanning more than 16 years and has linked with Trevor Smith, who has been at the company 10 years, although has been in the fabricating and gate automation sector for more than 30 years.

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JASON SWIFT, ROLLING CENTER



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'With the complexity of systems these days, they have to have the proper support from their supplier and that's what we are all about,' said Swift who was formerly with Chubb.

'Buyers know that when they get the product that's not the end of the Rolling

Center responsibility. We can be there whenever and however they want.'

Although allied to the gate hardware manufacturer Rolling Center in Italy, the UK operation is an independent able to offer a variety of electronic accessories from a variety of specialist companies involved in access control.

'That can mean that a customer has a number of pieces of equipment from a number of manufacturers and marrying them all can be tricky,' said Swift. 'That's exactly where we can assist and in some cases we have devised a bespoke wiring system that has been CAD designed and emailed across to the client.'

New product coming into the Rolling Center is given bench familiarisation

testing prior to being made available to the market and the company offer site support through video connection or face-to-face.

'We have to know how the product works before we can release it,' said Trevor Smith, whose practical on-site experience means he is well aware of the problems that can be faced by an installer.

'That's why we offer product suggestions so that they get the right product for the right job. Ours is customer support through every tier from start point to operation. Today, it's very much a case of mix and match, and individual manufacturers only have the technical back up for their particular products whereas we have a complete overview.'

Managing director of

Rolling Center Simon Smith foresaw the growing need for technical support when he opted to move his operation to the Whitehall Cross site. The tripling in size gave him the opportunity to include a dedicated technical facility and training rooms.

'This means we can do our own assessments and support our customers whether it be handholding or simply giving them minor installer information. Likewise, we can hold training sessions for up to 15 people and are set to team with the DHF in the new year for safety compliance training.'

'Our reputation has not simply been built over the past 20 years on supplying quality products but being there when customers need us for whatever reason. We pride ourselves on the fact that we are an independent and therefore have no allegiance with any one particular manufacturer in the accessory sector. That leads to trust.'

'Today we are a much more rounded one-stop supplier of gate hardware and gate automaton equipment and that brings responsibilities hence our focus on safety. As a DHF member we are only too happy to offer our facilities to help promote safety in the industry. It is essential' ●

