

BEST IN CLASS PROFILE

THE RAMSEY COMPANIES



Chris Jennings, President of The Ramsey Companies, focuses on going from "Good to Great!"

"The Horton Group and their Welding Practice Division share our philosophy of building meaningful business relationships by becoming a partner who consistently exceeds their customers' expectations, not just another vendor."

- Chris Jennings
President, The Ramsey Companies

company facts

Founded: 1950

Location: Glendale, AZ

Business Scope: An industry leader providing pure, blended, specialty and medical gases along with stocking a broad spectrum of related equipment and machinery.

A Horton Group Client: Since 1991



Chris Jennings, President of The Ramsey Companies, and Chuck Naso of The Horton Group discuss safety as one of Ramsey's fleet returns to base for a cylinder exchange.

Demand to be supplied by the best

In the early 1950's, the Ramsey family opened a small welding supply business in the west valley. George Jennings purchased the business in 1976 and elected to keep the well recognized Ramsey name. Under George's direction the business quickly doubled and enjoyed solid gains as the years went by. After attending Clemson University in the mid 70's, George's son Chris joined his father in 1976.

Fast forward thirty years and The Ramsey Companies have managed to rise above what has been described as a "flattening" of the welding supply industry. Chris Jennings is largely responsible for turning The Ramsey Companies into the indispensable supplier partner to their customers. Chris has created a culture of growth and efficiency, while maintaining an extraordinarily high level of customer service. Customers consistently rank Ramsey as a top supply and system solutions company.

Peaks and Valleys in the Valley

Under Chris' direction, The Ramsey Companies and their team of employees have been able to survive the economic peaks and valleys that the Phoenix market can be known for. The Ramsey team has more than 80 years of combined experience in the industry. In order to service a larger and ever-growing customer base, The Ramsey Companies are comprised of several divisions – Gas Technology, Bulk Gas Delivery, Equipment and Supplies, Rental and Repair, and a highly efficient Customer Service Department.

The average employee tenure in their customer service department alone is more than 20 years. "You can check in – but odds are you'll never leave" has become a catch phrase among the Ramsey team who enjoy coming to work each and every day. The entire staff of The Ramsey Companies focuses on putting the customer first, while delivering competitively priced products and exceeding expectations.

Our Best Kept Secret

The Ramsey Companies have a dynamic outside sales force in place, divided by geographic territory. The sales team coupled together with a business development manager, who assists with the door opening process, have continued to champion The Ramsey Companies intelligent growth goals. Chris' philosophy of forging a level of trust and "indispensability" between Ramsey and their customers is one of the core principals of his sales organization. Chris has also teamed-up with an industry



Chris Jennings (left) speaks with Pat Gleason of The Horton Group regarding Ramsey's risk management program.



Filling gas cylinders at their Glendale facility, the hub of Ramsey's operations.

consultant formerly associated with the largest gas manufacturer in the world. "Taking big business ideas and spinning them into a plan that works well for us is our best kept secret. That's just one concept that has helped us to more than double our sales in the last five years," said Chris.

In a capital intensive industry, Ramsey has been able to narrow the traditional gap between efficient distribution and strategic placement of retail operations. "We have chosen to focus our time and energy on streamlining our production methods and distribution channels versus opening additional retail locations," Chris explained. "Our fill plant operations start at 5 a.m. each morning and our 4 route trucks are on the road by 7:00 a.m."

As a member of the Gases and Welding Distributors Association (GAWDA) and past Chairman and Chief Financial Officer of the Independent Welding Distributors Cooperative (IWDC), Chris has enjoyed his involvement in these industry related organizations. He feels that staying connected to the industry on a national level has helped him stay the course in his local markets. Monitoring current industry trends has kept the company moving solidly forward.

Embracing technology has led Ramsey to bulk gas delivery, new supplier relationships within the bio-science, medical, dental, and food industries. The company's unique ability to handle virtually any customer request with a variety of both stock and custom gas mixtures, has enabled The Ramsey Companies to broaden their business spectrum, while at the same time never losing sight of their core business strength in welding supplies and more traditional industrial gases.

Building relationships with other independent distributors has helped Ramsey grow their business. Recently forming a joint venture with another Valley-based supplier has allowed both companies to retain their independence and yet increase their individual company's capabilities by enabling them to supply bulk gases to new and existing clients.

This Micro Bulk gas delivery system allows Ramsey to monitor customer consumption and schedule deliveries based on demand, thus eliminating the need for weekly checks of gas inventories by the customer. Ramsey carefully monitors tank volumes via telemetry and customers can also monitor their own volumes, as well, via the internet. Once preset trigger points have been reached, dispatch schedules a delivery to replenish the tank. No interruptions, no down time, and most importantly, none of the safety issues related to the transportation and replacement of high pressure cylinders and small liquid vessels.

Regarding safety challenges and risk management, the ability to insure a business like Ramsey can be difficult and complex. Pat Gleason of The Horton Group's Welding Practice Division is dedicated to working exclusively with welding and gas supply distributors, such as Ramsey. "Pat understands the nuts and bolts of our business, he works diligently on our business partnership, and his staff is extremely responsive," noted Chris.

"We succeed when you achieve your business objectives. Our relationship grows when we exceed your expectations."

Chris Jennings

The Next 30 Years

What does the future hold for Ramsey? "Developing a stronger industrial base that is diverse and can weather the storm," said Chris, who also plans on continuing to invest in additional resources, such as transportation equipment, gas storage vessels, and new hardgood lines based on customer demand. Forming new strategic joint ventures is also in the foreseeable future.

Ramsey has a variety of relationships with hundreds of customers in the welding supply industry. Their objective is always the same, "Build that special relationship with each one of our customers, and always exceed expectations," said Chris. "Customers' needs range from the ordinary to the exotic and Ramsey can locate and provide them with exactly what they want. We welcome the opportunity to be of service."

The Ramsey Companies have enjoyed remarkable growth during the last 30 years for one reason – long lasting relationships. Ramsey focuses on becoming not simply a vendor, but truly a supplier partner who makes a difference in their customer's success.



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