

RELIABILITY SERIES

Major Refinery Turns to Scallon Controls For Reliable, Local Support of Its Online Protection System

Your Protection System is the failsafe of your machine; keeping it functioning and in good condition is imperative. Finding a reliable, local resource to maintain your system, who is flexible enough to work within your outage schedule, is another story. Sourcing an approved vendor at a reasonable price—with no idle time charges—is pretty much a dream. See how this customer sleeps soundly because Scallon Controls has the expertise to service *any* Online Protection System.

Equipment Health Monitoring, Provided by Scallon Controls

This particular refinery was put in the difficult position of having to rely on an out-of-town OEM to service its Protection System—resulting in a lack of timely response, higher costs, and limited flexibility or collaboration regarding scheduling during outages. Because of their dissatisfaction, the turnaround planning group decided to look for alternatives.

Based on its existing excellent relationship with Scallon Controls and the fact that there was a Master Service Agreement in place, this refinery decided to award the project to us. While they were already an existing Scallon Controls customer for valves and valve services (on the customer's Approved Vendor List), they were not aware of our capabilities to service top Turbo Machinery Protection Systems. Now they are!

“We chose Scallon Controls because of the cost savings and high level of customer service and confidence. We incurred no travel time or per diem charges (which amounts to quite a bit for larger three-week long projects), and quick response—from phone call to arriving onsite—if emergency work was needed. One long-term benefit is having an established relationship to help us respond to changing needs, whether a technical question or replacing components in the field.”

—Turnaround Planning Group Leader

Reasons for Selecting Scallon Controls



Local Footprint

Being local and able to stay in constant communication with the customer about their immediate needs and providing cost-effective scheduling won us this project, as well as additional work and a commitment to become the single provider for these services.



Ownership and Pride

The quality of the work we performed exceeded previous expectations set by the competitor in terms of speed, organization, test results, and documentation. Our willingness to provide additional work to make everything look professional, even though not in scope, made a lasting impression.



Responsiveness

Our flexibility and responsiveness delivered the quality of service and job performance that the customer is willing to pay for.



Technical Expertise

Our expertise in this work was not only witnessed, but also praised, internally by other groups at the facility taking notice of our finished product.

**If You Are Looking for Specialists To Maintain Your Online Protection System,
Look No Further Than Your Local Experts at Scallon Controls...and Sleep Soundly!**



Emerson Impact Partner



scalloncontrols.com

For over 45 years, Scallon Controls has been serving The Golden Triangle and adjacent counties throughout East and Southeast Texas with quality products, superior service, and an unwavering commitment to our customers. As an Emerson Impact Partner, we are the leader in Control Valves, Natural Gas & Industrial Regulators, Isolation Valves & Valve Automation, Pressure Relief Valves & Tank Management, Industrial Control Systems, and Reliability Solutions. Our extensive 20 acre campus, headquartered in Beaumont, houses our Controls, Valves, and Automation centers of excellence. Scallon is known for our 'customer-first' culture, extensive solutions portfolio, and loyal team of field technicians and engineering experts.