

PRO FASTENING SYSTEMS

High-quality products bond with excellent customer service

BY CHRISTOPHER CUSSAT

A SUCCESSFUL BUSINESS MUST BE PRUDENT and diligent in its entire operational organization. From its basic infrastructure to management to every employee's output, all working aspects of the company must gel to not only function productively and efficiently, but also to create the corporate dedication and morale that is required to advance the company into its future. Founded in 1980 by owner/president Fred G. Van Riet, Pro Fastening Systems, Inc. is one such company.

Pro sells and services fasteners and tools for the commercial roofing, HVAC, and drywall markets in the three cities where the company has branches: Chicago, Indianapolis, and Milwaukee. "Pro provides small packaging, and we break cartons to allow contractors to buy only what they need," says vice president Don Egan. "We also custom paint fasteners and rivets to match roof and wall panels, allowing contractors a service-oriented option for items that they need once they get to a jobsite."

In addition, Pro offers custom-painted solutions with little or no downtime if/when contractors ever realize that they have a unique application. The company also bundles products to allow contractors "one stop" shopping for tools, fasteners, adhesives, and other accessories.

This strong, flexible, and efficient commitment to its clients remains one of Pro's professional hallmarks. Egan explains, "Our customer foundation has been established over the past 29 years based on service, expertise, and quality products. Most importantly, we provide solutions to problems, which allows contractors to stay productive when things change on a jobsite—and



they always do!" In fact, contractors can call and receive products in hours rather than days.

Pro's dedication to its customers permeates every layer of the company. "The single most important thing about us is our culture of commitment to customer service, and all of our employees understand and promote this," Egan says. "From the front-office staff to the warehouse, to delivery and sales personnel, we constantly try to improve our level of service to contractors."

This is also evident in Pro's workday structure, which begins at 5:30 a.m. and does not end until its customers have what they need and are completely satisfied. Egan adds, "We want to give our clients an early-morning option

for those last-minute items that may be needed that day. Plus, we offer jobsite technical assistance to help advise cost-effective solutions for each contractor."

The company recently embarked on an Internet/e-mail marketing program to develop awareness of its products and services throughout the industry. In addition, Pro has begun to utilize fax and direct-mail campaigns. Egan explains, "Until recently, all of our sales efforts have been 'grass roots'—make a personal sales call, ask for the order, and then service the order. With our new marketing program, we are using these other resources to enhance our brand and expand our business."

The positive results of this marketing and brand campaign are evident in the

AT A GLANCE

LOCATION:
ARLINGTON HEIGHTS,
IL

AREA OF SPECIALTY:
SELLER AND SERVICE
PROVIDER OF FASTEN-
ERS AND TOOLS FOR
THE COMMERCIAL
ROOFING, HVAC, AND
DRYWALL MARKETS

ANNUAL SALES:
\$13 MILLION

EMPLOYEES:
31



“Our customer foundation has been established over the past 29 years based on service, expertise, and quality products.”

Don Egan, Vice President

long-term goals of the company. “Our goal in the next 12–18 months is to expand our product offerings to the trades that we service and increase our sales using our current infrastructure,” Egan says. “We have proven ourselves with our existing customer base, and new products have helped us grow in these tough economic times. We will continue striving hard to maintain our growth in 2009 and beyond.”

A MESSAGE FROM MILLENNIUM ADHESIVE COMPANIES

Congratulations to Don Egan and the entire team at Pro Fastening Systems Inc. on their success. Over the years we have developed a strong business relationship with Pro Fastening Systems to serve the Chicago commercial roofing industry. The innovative, easy to use, and high performing Weather-Tite brand of adhesives, sealants, and equipment we provide helps Pro Fastening meet their customers' needs in an ever-changing roofing industry. Again, congratulations on all of your success.

ABQ

Pro has worked diligently to establish a consistent and effective corporate culture of success—from the company's business structure and internal workings to the attitudes of its employees. Egan concludes, “The most important learning experience in the distribution business has been developing a culture that you want your business to have. Everybody in the organization needs to understand the mission or it will not work. Ours is one of commitment to the end-user, and developing this culture starts with the people in the organization.”

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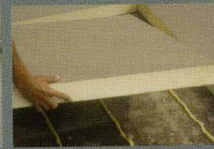


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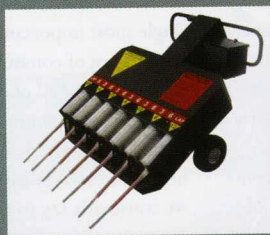
• Weather-Tite One Step Foamable Adhesive



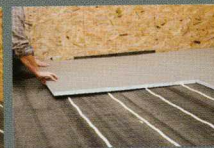
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- Solvent Free
- No temperature restrictions
- No mixing
- No waste
- High Strength



• One Step Multi-Bead Plus Applicator



- Fastest application to install multiple beads of insulation adhesive
- Saves time and labor
- Battery powered
- Perfect for large projects where quick installation is desired



Millennium Adhesive Companies



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