SCIENTIFIC LABORATORY SUPPLIES

Research & Development Company Case Study

The Challenge

SLS regularly work with a leading independent Research & Development company based in Liverpool.

When we initially started working together, this company was looking for a laboratory equipment supplier with competitive pricing, friendly staff members and superior customer service. We pride ourselves on our personal approach to customer service and excellent product range, and so we felt we were more than up to the challenge.

Our Approach

Over the years, we have provided this customer with a wide range of consumables, chemicals and equipment for their lab.

These include regular orders for common laboratory cleaning supplies, such as: azowipes, azospray, clinical bags, autoclave bags and blue roll. These items are crucial for keeping the laboratory clean and controlling waste management.

We've also provided a range of other lab equipment, including: inoculation loops, petri dishes, water baths to keep agar melted after autoclave, and shaking incubators to grow bacteria in broth solutions. The chemicals we have supplied are for a wide range of applications for this customer, including for assays regarding microbial procedures.

Our aim has always been to ensure this customer has everything they need to continue to do the important work they do.

The Results

This customer had this to say about our service:

"Overall, we have had a fantastic experience from SLS. We appreciate that we are noticed as frequently using SLS as a supplier, which makes the discounts on products



bought greater, increasing the likelihood of SLS having the cheapest quotes without the quality of the products being affected.

The follow up on orders is maintained well, and any problems are addressed within a reasonable amount of time. Any other related problems are dealt with, and quotes are usually received quickly. Requests for C of A's and MSDS are followed up which is great. To summarise our experience, we are very happy."