



Tyndale Customer Spotlight

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NorthWestern Energy was previously supplied through a hybrid clothing program. In this program they would rely on a local vendor for the main, larger area and another different supplier that was more local to their smaller areas. Without a direct uniform purchase program, NorthWestern had to deal with multiple vendors that had limited and different inventory offerings which led to supply issues for their employees across multiple areas. This issue became worse during the changes in seasons.

Enter Tyndale

As an industry-leading provider of Flame Resistant Clothing FRC to key industries for more than 30 years, Tyndale is able to supply the best quality inventory and services at a price that keeps everyone happy. “Tyndale has been able to provide the complete information, the quality, the FR characteristics of the product – and the price; allowing us to make the decision whether we add that product or decide not to add it based on those factors,” O’Leary said.

Tyndale helps support NorthWestern as a single source solution. “We set up a team approach; we involved the procurement department, the operations leadership team, and worked directly with Tyndale to establish budgets for each employee, to establish clothing selections for each group of employees, and identify protection levels in each group of clothing,” O’Leary stated.

Being both a manufacturer and distributor, Tyndale set itself apart from other vendors as a “one-stop-shop.” With their old hybrid approach, O’Leary had to work with and manage multiple vendors that supplied different clothing options. Tyndale however, now works closely with NorthWestern’s management team to create customizable catalogs each tailored to the unique protection, budgetary, and image requirements of each employee subgroup. Catalogs include access to Tyndale products, as well as products from other major AR/FR suppliers such as Ariat, Bulwark, Carhartt, DRIFIRE, and Wrangler. “Tyndale has been instrumental in setting up catalogs for the different classifications of employees,” he said.

Tyndale assumes responsibility for directly dealing with employees, adding the ability to manage a program with a systematic perspective. In addition, Tyndale also offers state-of-the-art, interactive purchasing portals with specific allowances and allotments for individuals within each employee subgroup. Tyndale also provides optional supervisor approvals for ordering options where necessary. With custom software technology employees can seamlessly navigate the Tyndale website 24

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hours a day. They enjoy best-in-class online ordering, flexible returns or exchanges, and the new arc flash layering tool. “Over 95% of employees in the program actually do their ordering online, so it's taken a lot of the transactional cost burdens away from NorthWestern Energy.” O'Leary emphasized.

In addition to a wide range of products and state-of-the-art customizable software, Tyndale also provides optimal customer service as well as forecasting data. This includes offering assistance to employees by web or by phone as well as confirmation emails for orders, shipping information, returns, and estimated delivery updates. O'Leary stated that “Tyndale's best resources are its employees.” He went on to say “Tyndale has done an excellent job of maintaining adequate inventory so that they can supply employees when they want different clothing options.”

For forecasting reports, Tyndale met with NorthWestern's key safety leaders for comprehensive business reviews, where Tyndale is able to provide metrics for style rankings, lead times, user reviews, and returns as benchmarks for assessing and improving Tyndale's supplier performance. “They seem to be able to forecast our needs from our employees' perspective and be able to supply what we order,” O'Leary said.

Any final words for how you would describe the program overall?

“ Overall I'd have to say Tyndale has been exceptional in responding to our needs from a clothing supplier perspective. We're very impressed with the products, we're very impressed with the people, I'd say their customer service goes above and beyond, and overall we're very, very satisfied with making Tyndale our clothing supplier. ”

Are you looking for a solution that maximizes savings, service, and end user satisfaction? Ready to implement a hands-off managed program for arc rated flame resistant clothing?



Tyndale can help! Contact us to start creating your custom program — stress-free implementation included.

 www.TyndaleUSA.com  800-356-3433