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Spider's Boston Operation Center Soars Above & Beyond the Call of Duty

Seattle, WA - Spider, a division of SafeWorks, LLC, recently exemplified its dedication to superior service by providing a valued customer with essential equipment and support during non-business hours.

Sappi Fine Paper North America, a long-time customer of Spider, scheduled a planned shut down of their paper mill in Westbrook, Maine in order to install and inspect custom equipment on a digester. Moments before the scheduled shut down late on a Saturday evening in October, they discovered their need for two additional work cages. Spider quickly mobilized its Boston operation team to service and load the equipment for delivery by 6 am Monday. Once on site, the Spider team assembled both work cages and remained on hand with the customer to ensure everything continued smoothly. Sappi Fine Paper was able to proceed with the mill shut down as scheduled due to the swift and efficient service Spider provided.

The engineers at Sappi Fine Paper North America were impressed with the outstanding service they received. This is a perfect example of how Spider is continually raising customers' expectations.

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About Spider:

Founded in 1946, Spider, a division of SafeWorks, LLC, created the powered suspended access business by introducing the well-known Spider basket. Since then, our product and service offering has expanded greatly to serve the needs of an ever-growing marketplace. Spider is the largest manufacturer and distributor of access and safety solutions in North America, serving more customers from more locations with a wider variety of products and services than any other company. From baskets, traction hoist and platform rental, to safety and training, to specialty engineered products - Spider has a strong team of professionals, along with a national network of sales, service and support capabilities to provide you with the most reliable access solutions available.

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