

# ONE CONTACT DOES IT ALL

PCB supplier, Prestwick Circuits, believes that it's size helps it offer flexibility, faster decision making and improved communication



Account manager Prestwick Circuits GPS, Victor Sprout

As a lean but growing company, Prestwick boasts flexibility and adaptability. Its lean structure helps develop close customer relations, achieved by meeting with customers on a regular basis to develop a personal relationship.

According to Prestwick, this means it is able to provide greater flexibility and

faster decision making with less bureaucracy than some larger competitors, which have too many layers and departments to achieve close contact. The structure lends itself to improved communication with a one point contact approach; each account manager is responsible for all customer needs.

One customer who recently transferred business to Prestwick said:

"Communication with Prestwick is easy. Our engineering, purchasing and planning departments liaise with our account manager on a daily basis. Any questions are answered real-time and this has a positive impact on our business. My previous PCB supplier was bigger and there were so many different points of contact that simple questions took an eternity to answer. Communication is important and this is

one of the main reasons we have chosen Prestwick as our PCB supplier."

At Prestwick, the account manager has ownership of all customer contracts, from quotation stage, to sending tracking details, to debt collection. With the help of modern communication technology Prestwick is available 24/7, 365 days a year to answer any customer queries. This approach is designed to give a high standard of service.

Customer service is key to the future of Prestwick, with satisfied customers continuing to do business and recommending the company to other potential customers. With its short and simplified supply chain to ensure customer satisfaction, Prestwick believes size does matter.

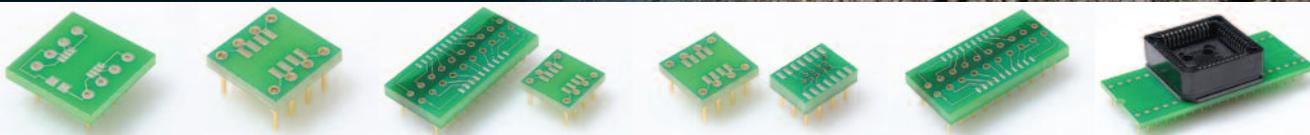
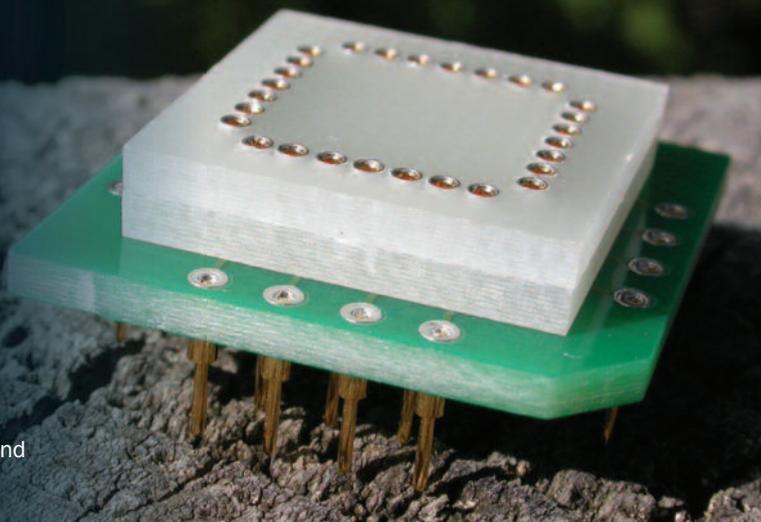
[▶ prestwickgps.com](http://prestwickgps.com)

## Obsolete Chip?

E-tec offers a range of competitively priced package adaptors to solve obsolete package problems. These high quality adaptors are typically produced in 1.6mm thickness material or where the upper footprint interferes with the lower footprint then 2.4mm material is used. Here the pins are fitted into blind holes from below and the combination of a press fit and a solder fillet around the pin shoulder provides a reliable and robust connection.

Daughter boards can be created to customer requirements and raised pins are available to raise the complete assemble off the pcb to the required level.

E-tec welcomes special adaptor enquiries, send the chip package details for the top and bottom parts and we will respond promptly with a quotation.



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