

Press Release: Modplan Visitor Centre  
14<sup>th</sup> December, 2015

## **Modplan's new customer centre demonstrates its commitment to installers**



Leading VEKA trade fabricator Modplan has built a reputation for being a business focused on building long term partnerships designed to help installers to grow. The strength of this partnership approach is demonstrated in Modplan's newly opened customer centre at its headquarters in Abercarn, Gwent.

Heidi Sachs, Modplan's Managing Director, comments, "We have

always been delighted at how positive prospective customers are when they tour our site and see what we have to offer for themselves. Our exceptionally high conversion rate reflects this positivity. Our new customer centre takes what we have to the next level so it is even easier for installers to understand our approach and how much we value their business and want to work with them for the long term."

The customer centre provides a welcoming space that includes a board room with a real wow factor. Prospective customers are introduced to Modplan and what it has to offer before being taken on a tour of the company's six factories, each dedicated to manufacturing a specific range of products. During the tour, customers also visit Modplan's technical centre, where they can see the product range in more detail and see the quality that is offered along with a stop at the visitor centre which showcases the impressive portfolio of finished products.

Modplan's offering is based on a package that is designed to help installers grow. The VEKA fabricator's comprehensive range of products is all manufactured in-house to guarantee quality. Daily production meetings ensure all orders are kept on track and standard turnaround is just seven to 10 days, with a fast track service also available. The products are backed up with a range of other benefits including bespoke sales and marketing support and genuinely proactive customer service that is committed to giving installers what they need to succeed.

Modplan's investment in its new customer centre demonstrates its commitment to its partnership approach – and means that an already impressive conversion rate of prospect to customer can only increase!

Modplan manufactures and provides a comprehensive range of products that includes Matrix 58, Veka Matric 70 and 70FS, Veka Vertical sliders, a dedicated painting facility, PVC-u and aluminium patio and bifold doors, conservatories, the new Open Canopy, the Vertex solid tile-effect roof and three roof systems for glass and polycarbonate conservatory roofs. For more information on any of Modplan's products and support, simply Ask the Man from Modplan.

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### **Press enquiries**

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