

DAGIGA Delivers Healthcare Grade Hospital Bed Headwalls In Under 2 Weeks



ABOUT

HSI (Hospital Systems, Inc.) is one of the oldest headwall manufacturers in the world. Specializing in custom built headwalls, armoires and accessories, they work with customers from concept to completion to deliver exceptional products on time and to specification.

CHALLENGE

HSI's engineers were so busy focusing on customer requirements, that the drawings for an upcoming trade show booth had been put on the backburner. When the specifications for the panels they needed for the show were finally ready, they were sent to DAGIGA, who then had less than two weeks to design, manufacture and deliver the panels back to HSI. DAGIGA was given little breathing room on a very tight turnaround deadline.

SOLUTION

DAGIGA's president, Marco Acchione, once worked in the hospital systems industry and was already familiar with the HSI team and their operations. HSI chose DAGIGA because of Acchione's knowledge and the company's reputation as a trusted supplier of thermofoil panels and components. Their partnership flourished, as Becca Miller Teutle, the president of HSI, found the DAGIGA team to be very responsive. She states, "They care about what they are doing. Marco, in

particular, has a great amount of respect for us and what we do, and the product that his team delivers is always what we need, when we need it."

DAGIGA had the design and manufacturing capabilities that HSI was looking for. But most important to Teutle was that they would be able to produce the panels to the exact specifications they were given, in a timely fashion and at a good price. Turnaround time and responsiveness were paramount.

RESULT

Teutle counted on DAGIGA's 10 years of experience in manufacturing #1 healthcare quality thermofoil components to fulfill the order. With such a tight deadline, she was also confident that if any questions arose, the DAGIGA team would immediately phone and ask. Teutle commented: "In fact, they did have some issues about wrapping around an inside bend for us. So, they called us right away, and we talked through it and figured out what could be done."

"The DAGIGA team was responsive and they cared, which is really what we needed from them for our conference booth display," states Teutle. DAGIGA's ability to ask questions in a timely manner enabled them to get the order processed and finished fast enough to give HSI a little breathing room on a very tight turnaround. Teutle concludes: "They saved us – we were behind the eight ball and they were able to turn the product around for us super quickly."

"In the end, thanks in no small part to DAGIGA,
the display and show were both huge successes for HSI."

– Becca Miller Teutle, President of HSI