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powered access and telehandler rental companies has been further refined and reveals just how hard this past year has been in terms of investment, staff and depot numbers

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Face to face 35

Neil Berry of Berry Cranes is a man who speaks his mind and is happy doing his own thing, buying equipment that he thinks is right for his business. Since forming his own company about nine years ago, he has built up a varied and unusual fleet of cranes.

Mark Darwin paid him a visit to find out more

On the cover:

As tough as old boots -Niftylift's almost indestructible Toughcage basket for boom lifts, giving additional strength and security to the operator.



Boom lifts

Cumberland Industries



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Undercover and underhand?

We have recently highlighted the practice of following competitor's equipment to a job to gain information, presumably to win more business.

Whilst the most recent case was immediately condemned by the management of the stalker and the stalked, a poll 'Is it fair' on www.vertikal.net reveals a much more even view, with 56 percent currently saying no, with a surprising 44 percent saying there is nothing wrong with such tactics.

It would appear that the larger companies are currently the main perpetrators of what might be called 'unfair or underhand tactics' and not, as you might expect the 'small companies', maybe such tactics are taken for granted from them? This raises questions about expectations of market leaders being paragons and shining examples, setting an example for the rest of the industry to follow.

But what is a market leader? Our annual Top 30 rental company survey, published in this issue, rates the market leader as having the largest fleet or the biggest machines.

When times are hard specialist equipment hirers tend to fair better, leaving the massive hire fleets of the 'market leaders' with a lot of 'bread and butter' equipment sitting in the yard. No wonder then, that there is a tendency for them or some of their staff to resort to any tactics to find work for the equipment.

In many other industries the market leaders are seen as innovators, trail blazers, leading from the front and setting high standards and trends for the others to follow, while the UK rental industry has become something of a numbers game. The innovators here are probably the companies that are being followed. They are less concerned about the competition, having their own agenda to stick to, working even harder when times are hard, creating their own luck and business, rather than pinching it from someone else in an underhand manner.

As one company recently said - growing in the rental business is all about taking customers from competitors. This is true to a point, but that does not mean taking over hires mid-term with a cheaper price. It is more about persuading the customer that you can offer a better product or service and asking them to try you next time or to step in when a competitor screws up.

It seems though that there is a fair body of opinion out there that thinks that in times like this anything goes and that is a sad indictment on our industry.

Mark Darwin

Please mail, email or fax any comments you may have, to the editor, stating if we may publish them or not.

