

Wednesday, July 15, 2015

Don Halloran
President
Southcross Custom Fabrication
4634 South Presa Street
San Antonio, TX 78223-1000

Dear Don,

It is a pleasure to write this letter of recommendation for Southcross Custom Fabrication.

Southcross Custom Fabrication has been our contract manufacturing supply partner since January 2000. During this time we have been impressed with the ongoing commitment to process improvement. This process improvement has helped Armor Safe Technologies maintain a competitive position in our market.

One of the challenges we face is the need for a quick shipping time to our end users. Our clients need Armor to ship finished safes within one or two business days in case of emergencies. Southcross Custom Fabrication worked with us to set up a Kanban system for our core products allowing us to ship these products the same day or next day in the event of an emergency. This has put Armor in a very good position as the most responsive supplier in the smart safe business.

The Armor team works day in day out with Southcross Custom Fabrication personnel to create a seamless cross organization team. Our customers do not know where Southcross Custom Fabrication ends and Armor starts. The Armor customer experience is stronger because of our supplier relationship with Southcross Custom Fabrication.

The most positive part of the customer service experience with Southcross Custom Fabrication is the "No Excuses" mind set. Anytime an operational challenge occurs the Southcross Custom Fabrication team embraces the issue and looks for the true cause and works to rectify the issue without making excuses. They always address the challenge by looking for the root cause.

The best part of working with Southcross Custom Fabrication is the clarity of the relationship. Southcross Custom Fabrication is a true partner supplier. What they say is what they mean.

Healthy business relationships require agreed upon expectations. Southcross Custom Fabrication and Armor Safe Technologies spend a significant amount of time throughout the year creating and documenting mutual expectations. The good part of this approach is that neither party has a need to “exceed expectations”. Rather than having to constantly request herculean feats which can be exhausting for both parties, we’re happy with Southcross Custom Fabrication’s commitment to meet our agreed upon expectations everyday and their execution on that promise.

Armor’s business is very project driven. It is not uncommon for our revenue to spike to 300% or more of our level run rate. Southcross Custom Fabrication has demonstrated on many occasions the ability to respond to these spikes which allows Armor to secure multi-million dollar contracts that help fuel our growth and market share.

We would recommend Southcross Custom fabrication to any company looking for a supply partner in place of a simple vendor relationship.

Feel free to have any prospect contact us for any other information regarding Southcross Custom Fabrication. Your company is truly a world class supplier.

Sincerely,



Larry A. Robinson
President
Armor Safe Technologies, LLC