

BizSnaps

A Snapshot look at local businesses



Rockford Industrial Welding Supply, Inc.

Gary Bertrand, Owner
4625 Dresser Dr. Janesville, WI 53546
608.754.7300

Directions & Business Hours: Located on Bypass 14 and accessible by Hwy 11 or Hwy 26.
Hours: Monday thru Friday 7:00am-5:00pm

When was Business started: Rockford Industrial Welding Supply, Inc. (RIWS) was started in 1955 by my father, Richmond Bertrand in Rockford, Illinois. In 1986, I purchased the business and today my children are employed by the company as well. Over the past 53 years, through the patronage of our customers and hard work, RIWS has grown to incorporate 9 locations including our corporate headquarters and showroom in Rockford, Illinois.

Describe your products/services: Originally we started out as a distributor for welding products, industrial, medical, and specialty gases. As we've grown, new product lines have been offered to meet our customers' needs. Currently we carry welding machines and products from such quality lines as Miller, Hypertherm, and Lincoln Electric. We also have a factory authorized repair department that offers in-house and road service, machine set-up, as well as a large rental machine inventory. Technical training and support is also provided. For our industrial customers with greater needs, we offer customized system tailored to your company's individual needs. It saves both time and money by monitoring your inventory needs and replenishing items as required. Other product lines include safety equipment and apparel, air powered tools, and janitorial products. We sell propane for commercial, residential, and industrial use encompassing products such as industrial propane heaters, Weber gas grills, and bulk and cylinder gases. In addition, our corporate facility located in Rockford, IL, is home to our industrial, medical, specialty, propane, propylene, and helium gas fill plants. Whatever your gas requirement, we are able to provide you with delivery by our fleet of cylinder gas trucks up to and including large transport tankers.

What do you do, product, service or philosophy? We make it convenient for our customers by "doing it all" and integrating all phases of business into one supplier.

What have you learned from this business? I've learned how to manage and motivate people. If you don't have the right people working with you, you have nothing. RIWS fosters an environment of career-building. This business, as any, is about relationships...both between our customers and our RIWS associates.

What have been some of the challenges you've faced and how did you work them out? My biggest challenge in this industry is working on being constantly innovative and coming up with ways to better serve our customers and expand our territory.

What type of customers use your products / service? Our customer base is diverse. It includes industrial, construction, chemical, food and food processing, medical, retail, and many others. The products and services that we provide touch nearly every citizen in one way or another far beyond the limits of the welding industry.

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