

## The New Forest District Council Award for Outstanding Customer Care



### Scorpion Vision Ltd.

Business Contact: Pippa Byrne



Scorpion Vision Ltd is a Tordivel company who provide machine image products and machine vision expertise. The business was formed in January 2004 by Paul Wilson. The original remit of the company was to represent Tordivel AS within the UK, promoting, selling and supporting Scorpion Vision Software. In support of these activities and with the expertise gained from utilising machine vision in industrial environments, an online store was created to sell imaging products to UK industry. In 2010, the business became the UK distributor for The Imaging Source, a global manufacturer of industrial cameras with a presence both in Germany and the Far East. In 2015, it also added Smartek cameras to its portfolio, ensuring that the range of imaging products the company can offer is broad ranged and diverse.

Today, Scorpion Vision Ltd benefits from a purposely small but select handful of distributorships for which the company is able to offer first class support and product knowledge for these camera products. The business is currently carrying out a review in order to improve customer service. They offer a live chat service which is manned during office hours as well as using social media such as LinkedIn and Facebook to connect with their customers and receive repeat business.

Although a lot of their communicating is done online they don't want to lose touch with face to face contacts. The business runs a lab in Lymington where customers are able to watch demonstrations and they offer a try before you buy service.

Scorpion Vision Ltd now host a number of events to allow their team the opportunity to engage with customers and for their customers to meet each other building a sense of community.

[www.scorpionvision.co.uk/](http://www.scorpionvision.co.uk/)

01590 679333

[sales@scorpionvision.co.uk](mailto:sales@scorpionvision.co.uk)

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