



Capability Statement



About Us

@Lighting was established in 2021 with an understanding of an industry short fall in providing on time supply and efficient, reliable service in the lighting industry.

Our aim at @Lighting is to provide a high quality and reputable experienced service.

Core Values

To build and maintain a satisfied customer base through superior quality service with fair dealings based on trust and respect.

To create long term relationships with customers, suppliers, and most importantly staff.

Operations

At the present moment the company trades under the direction of the Managing Director, Adam Puckle.

Full time staff include, Projects & Sales Managers, Office Administrator, Accounts Administrator. We are well resourced for all areas we service to meet demands.

Experience

With our years of industry experience our team work across the commercial, industrial, residential and maintenance industries. We believe that with our experience, we can guarantee delivery of the necessary outcomes for our clients.

We have the knowledge and are committed to giving a high level of quality through the use of value lighting manufacturers.



COMMERCIAL



INDUSTRIAL



RESIDENTIAL



MAINTENANCE

Certified

@Lighting provide staff training with new products to ensure we stay on top of a constantly changing industry.

We believe our training keeps our staff skilled up to the needs of our clients and industry standards.

Skills and Services

@Lighting are able to offer numerous different products and knowledge within relevant industries.

We offer products and service for projects, maintenance & upgrades in areas of:

- Aged Care
- Industrial sites
- Shopping complexes
- Residential dwellings / developments
- Warehouse buildings
- Education
- Office and showrooms
- Manufacturing Representation

Why @Lighting?

1. Why start this business @Lighting?

- We saw a shortfall in the industry of providing on time supply and efficient and reliable customer service.
- We offer extremely competitive pricing.
- We believe we have some of the most knowledgeable, highly qualified consultants in the industry.
- We believe our customer service is superior to our competitors.

2. How @Lighting serve customers

- Customer Service - To show them that high quality customer service still exists in today's world.
- Pricing - We can provide our customers with extremely competitive pricing.
- Range - We have an extensive range of lighting options for all types of lighting applications.

3. What does @Lighting offer that makes the service/product more unique than others?

- Competitive pricing.
- Our exceptional, consistent customer service.
- Knowledge of the lighting industry.
- Knowledge and experience of our consultants.

4. How is @Lighting business/service/product different from anyone else?
 - Our business provides similar products to other businesses, however, the difference with @Lighting is the level of service that we provide our customers. We will always ensure that our customer's orders are placed promptly and delivered on time without delay.
5. How do @Lighting staff feel when servicing customers?
 - Accomplished - @Lighting staff feel accomplished when they can provide their customers with what they require. Whether that be supplying them a product, providing product information or solving any of their problems.
6. How do people describe @Lighting?
 - Friendly
 - Accommodating
 - Problem solver
 - Helpful
 - Reliable
 - Nothing is too much trouble
7. What problems are @Lighting solving for our customers?
 - Providing Fast Response Times - We have found that responding quickly to our customer's concerns has a significant impact on that customer returning.
 - Listening to Customer's Needs - We ensure that we have understood the issue about what our customer requires and endeavor to provide appropriate solutions.
 - Product solutions and alternative options.

8. What will customers feel when they work with @Lighting?

- Confident. They will feel confident that what they ask for will be achieved as we will strive to meet our customer's needs at all times.
- Informed. We will keep in direct communication with our customers so they will always be well informed of where orders are, any new products available etc.
- Valued. We will provide a personalized experience showing our customers that they are valued and that we care. We will listen to them and show that we are there to solve any of their problems by being proactive and getting results.
- Appreciated. We will thank our customer's for doing business with us and let them know that are truly appreciated.

9. What is the outcome for customers?

- We will improve our customer's outcomes by:
 - i. Knowing our customers and understanding their needs.
 - ii. Making it easy to do business with us by making our service tangible.
 - iii. Keeping our promises. Do what we say we are going to do and never over promise and under deliver.
 - iv. Be proactive.
 - v. Training our team to adopt the same approach to our customers.

10. What is the ONE reason why @Lighting customers HAVE TO WORK WITH US?

- Our customers will choose us over our competitors for a number of reasons:
 - i. Reputation
 - ii. Convenience
 - iii. Price
 - iv. Trust
 - v. Consistency

11. What are our business values?

- Integrity
- Passion
- Respect

12. What is our business vision and/or mission?

- To provide a service that gives customer results.
- We here at @Lighting have identified a short fall in the lighting industry with providing on time supply and efficient, reliable service.
- Our mission is to bring confidence to our customers and to prove to them that exceptional customer service does still exists in today's world.

Management Team

Adam Puckle

MANAGING DIRECTOR

Shane McCracken

BUSINESS DEVELOPMENT MANAGER

Michael Frogbrook

BUSINESS DEVELOPMENT MANAGER

Kathy Harrison

ACCOUNTS ADMINISTRATOR

Sonia Sutton

OFFICE ADMINISTRATIONS



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