

From left to right:
Brian Kenyon, Jerry Haverda



CLIENT:
Ace Contractor Supply

INSURANCE AGENT:
Brian Kenyon

A Real Find

Jerry Haverda has found success by delivering exactly what his customers need

When a contractor needs something, Jerry Haverda finds it. For over 18 years, his company, Ace Contractor Supply, has been providing materials for a wide range of construction projects in and around the Austin area—from office buildings and shopping centers to schools and highways.

It takes a lot of different materials to make these projects happen, and taking time to track down an unusual or hard-to-find item can mean costly delays. Haverda works hard to make sure this scenario doesn't hap-

pen. When contractors call in for a delivery, they know that even if Haverda doesn't have it, they can count on him to find it.

In fact, he's so good at tracking things down that around the office he's jokingly referred to as "the Ellie Rucker of the construction industry," a reference to the newspaper "help" columnist of local fame.

Years of experience may have something to do with it; that, and his unwavering determination to make sure his customers are happy—including many who've been with him for years. "I started out working in the

lumberyard for Ace Lumber in 1971," explains Haverda. "Next, I worked there as a truck driver, then moved to inside sales, and afterwards outside sales. Many of the contractors I work with today are people I've known for years. We've all grown up in the industry together."

Not that his customer base isn't constantly expanding. Haverda considers word-of-mouth very important for his business, adding that newcomers in the market often become customers based on what they hear from other contractors on a job.

BIGGER ISN'T ALWAYS BETTER

Haverda believes that excellent customer service is definitely the key to his company's success. "We do everything to expedite an order and to make sure it's delivered quickly to the site," he says. "Doing everything right here - from one location - has advantages over other companies that are much bigger than ours. Sometimes they're so large, it takes them longer to respond than I can, and I just have 23 employees."

He sees his relationship with Compass Bank as playing a valuable role in helping his business grow. "Compass has been there for us every time. We've looked at other banks, and they simply cannot beat Compass in terms of service," says Haverda. He also appreciates the way Compass is able to provide "one-stop shopping" for his business. If he needs something, he knows Compass can help him find it—just like Haverda himself does for his own customers.

A SHARED VIEWPOINT

Haverda was already a Compass banking customer when he met Brian Kenyon, a vice president with Compass Insurance Agency in Austin. Once again, Haverda found what he needed. So he decided to expand his relationship with the bank. "The prices were competitive and I liked the service," he says. "They've helped us with liability insurance, workers comp, auto, and health insurance. With the health coverage, for example, we were able to qualify for a discount and instead of lowering our cost we decided to increase our coverage."

"I feel more comfortable because Brian is taking care of us, and knowing he's keeping up on changes that may affect our coverage needs," Haverda explains. Adding or deleting vehicles on a policy is a typical example. For his part, Kenyon makes a point of learning as much as possible about his client's business. And, like Haverda, he understands the importance of responding quickly. "We're able to do that," says Kenyon.

With growing demand, the economy looks strong from Haverda's perspective. He plans to take on several new products over the next few years. And having found a team that shares his business values, Jerry Haverda expects Compass to be there with him as he grows. He adds, "I like the fact that even though Compass isn't small, it still seems small enough so they really get to know you, just like I know my customers." 🍷