

Customer case

Arbor Forest →

“It was easy.

I’d say the best
way to describe
it is easy.”

Phil Bott,

Sawmill Production Manager

The client

Arbor Forest Products, a family-owned timber importing business established in 1951, has steadily grown to become one of the prominent players in the UK market.

Operating from a dedicated 90-acre site in North Lincolnshire, Arbor Forest annually supplies over 300,000m³ of quality timber products, boasting the UK's largest privately owned dedicated timber terminal.

The idea

The basis for the new line was to break into new markets. Arbor Forest make a lot of shed material, and that line was designed to run graded shed material. Ultimately, one of the expectations was to develop a line that can effectively reject and optimize the use of wood materials.



The solution

When asked about their decision to choose System Hall, Phil Bott, Sawmill Productions Manager at Arbor Forest, highlighted the company's unique approach to problem-solving. “We chose them because System Hall offered a solution to a problem rather than telling us what we can have. They offered us what we were after, not what was in a brochure, so it was unique.”

By suggesting a solution and product Arbor Forest didn't think of themselves, System Hall succeeded making their life easier in the process.

The cooperation

Phil describes the collaboration as seamless. He emphasizes the communication throughout the whole project process and anytime there was a question or if they wanted to change something it was never a problem.

Alex Burgess, Sawmill Production Supervisor, was there from day one when the production line arrived and got help and support from the System Hall team. "When I was learning," he began, "they were showing me bits and how things work." Alex also explains that, if they were having any issues the System Hall team was there to solve it.

The result

The new line not only ensures a high-quality product, but also optimizes the use of raw materials, minimizing waste and maximizing efficiency. The line includes a scanner and a saw which communicates with each other, and together makes a conclusion on what the best piece is to cut out from the rejected wood. “The wood we get in has 20% holes in it, and the wood we send out only has 2% holes in it.” Phil continues.

This new machinery has also reduced manual labour, giving people more time to focus on their work.

The overall reactions at Arbor Forest have been very positive according to Alex:

“being a part of something like this gives people a sense of pride.”

The conclusion

The most significant benefit, according to Phil, during the project is: "No hassle, the lines were installed and delivered on time. They run from the moment you put them on, so it doesn't create any stress like normal projects." In Phil's view, the collaboration with System Hall has been consistently positive. From the initial meeting to the present, the experience has felt seamless and productive. "It's been very good, it's been fantastic. The whole package, from start to end.

From where we first met until now. It's like you've known people for a long time!"