

# SISSON HYDRAULICS

**A** lot has changed for **Steve Terry** and *Sisson Hydraulics* since he bought the shop in July, 1993. Looking back on those days, Terry remembers a much smaller operation with a much smaller focus.

"When I bought the business, it was a one-man operation," Steve said. Steve, by the way, was that man. He did, however, have another part-time employee: his wife, Beth, who would handle the shop's books at night after she finished working her full-time job.

Though the Terrys took over in the 1990s after Steve left his position as a mechanical engineer at Rome's General Electric plant, the business actually opened in the 1970s and has changed hands twice, according to Beth. "Troy Sisson owned the business 30 years ago before he sold it to Charles and Joan Godwin," she said. "It was primarily a hose shop when the Godwins owned it."

Under the Terrys, Sisson Hydraulics has twice expanded, and grown to eight full-time employees. While hoses are still one of the pillars of the business, the company has also moved into working on cylinders, pumps, valves, tubes, rods and other equipment that makes necessary machinery work. The company specializes in installing and modifying hydraulic systems.

Sisson Hydraulics counts many of Rome's most prominent employers as customers, including *Georgia Power Company, Temple-Inland, Pirelli Tire of North America, F&P Georgia, Suzuki* and *Rome Die Casting, LLC*.



*Sisson Hydraulics works to provide quality customer service to some of Greater Rome's most prominent employers.*

While the large corporations make up the majority of Sisson Hydraulics' customer base, the individual car and truck enthusiast isn't left out in the cold.

"Back when it was really popular, a lot of guys wanted lift kits on their four-wheel drive, and they needed longer brake lines," Steve said. "Most of our walk-in service deals with replacement or custom brakes, or power steering hoses. Sometimes, a customer will want to make a few changes to a piece of equipment that doesn't do exactly what he wants, and we'll make the necessary modifications."

Steve became interested in his line of work during a stint in the Air Force, and then spent 15 years in plant engineering and plant maintenance before going into business for himself. It was

during that time that he learned the value of the customer service that he says is the primary reason for his shop's success.

"I spent 15 years on the other side of the fence," Steve said. "I know what it is like to have to make a call and say, 'I'm down and I've got to have it running right now.' We do everything we can to get them up and running."

"If it's two minutes to five and we get a call saying, 'Hey, I've blown a hose and I'm 30 minutes away,' we'll wait until they can get here," Beth said. "That's just a part of our customer service."

That commitment to customer service is the one thing that will not change at Sisson Hydraulics.

*Sisson Hydraulics is located at 7 Chieftain Drive in Rome. They can be reached at 706.232.3482. ■*