

# SPEX Builder Tops Specbooks in application, features, and service according to Specialty Hardware + Plumbing.



Company Type:  
Family Owned



Location:  
Beverly Hills, CA



Affiliation:  
Luxury Products Group

## Situation



Specbooks in the basic form was selected originally due to pricing; because it was cheap & we got what we paid for. ”



In business for over 20 years, Specialty Hardware + Plumbing captures a niche in modern and minimal design for luxury bathroom and kitchen fixtures and hardware. With an assisted sales process for product selection, estimates and specifications, the need to produce project information for architects, interior designers and developers is what SPEX Builder by Bravo Business Media delivers.

Specialty Hardware + Plumbing previously subscribed to Specbooks. The platform itself did not fulfill the needs of the business. “So, in January 2020 we discovered that the Specbooks platform could not perform to the level we wanted and the company was very hard to work with,” noted the company’s President, Jason Crystal. “Communication from the team at Specbooks is very poor. We would wait days or even weeks for a response.”

“Overall, we are excited to be using SPEX Builder, even with some adoption hesitancy from our staff,” added Jason. “The Bravo staff continues to express a commitment to our success and they exceed our expectations each time. We had scheduled milestones to meet, and Bravo’s flexibility and their willingness to accommodate our needs confirmed to us we selected the best platform available in the industry.”

In addition to the SPEX Builder tools, Bravo Business Media also built and maintains the company’s digital catalog at [store.specialtyhardware.net](http://store.specialtyhardware.net), enabling customers to shop conveniently anytime, anywhere. “We were extremely impressed with the speed and professionalism of their team to launch our catalog program within the time period quoted.”

Specialty Hardware + Plumbing’s long-standing showroom in Beverly Hills showcases a brand portfolio of luxury items that range from bathroom faucets, sinks, tubs, and showers to a selection of door hardware and handles from across the globe, partnering with many of the finest manufacturers to ensure that the highest quality of design embodies a timeless and clean aesthetic.



“Working with the Bravo team has been the polar opposite experience of what we received from Specbooks. When we need help we get a response quickly; sometimes in minutes and never more than a few hours.” ”

**Jason Crystal** | President, Specialty Hardware + Plumbing

