

# WOOD WORKS

## LMA Services Company

Business delivers fast, high-quality utility work in Boston's most congested environments



# Precision in the trenches

**LMA Services Company thrives by delivering fast, high-quality utility work in Boston's most congested environments**



Tommy O'Connor,  
Owner



Kevin O'Connor,  
Owner

**L**MA Services Company LLC has only been operating under its current name since 2017, but its roots in the excavating business run much deeper. The company evolved from T.G. O'Connor Contracting Corp., founded by the O'Connor family in 1978. Today, brothers Tommy and Kevin O'Connor carry forward the legacy with a new brand and focus.

"LMA was started through a rebranding of our dad's company," recalled Tommy. "We wanted to maintain the same high level of service while updating the name to reflect where we do most of our work — the Longwood Medical Area."

Based in Stoughton, Mass., LMA Services specializes in utility and site services throughout Boston's medical and educational institutions. The company is known for performing high-quality emergency utility

repairs and small-scale infrastructure improvements in tight urban environments.

"Our typical customer is a hospital or a college," Tommy explained. "We might be doing a sidewalk repair one week, a curb job the next, or a full-depth utility excavation the following day. Flexibility is everything."

That flexibility is made possible by the company's compact size, operating with a close-knit team of about eight employees.

"We've always stayed small on purpose," Tommy noted. "It allows us to mobilize quickly, maintain our quality standards, and ensure that one of us is on-site at all times. We like showing up to work every day, and we like creating a good environment for our employees."

That hands-on philosophy extends to every job. Both O'Connors still operate equipment and perform labor daily, which gives them a deep understanding of the tools they rely on.

The Komatsu PC138USLC tight tail swing excavator is ideal for urban jobsites.



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***"We're boots on the ground,  
and we strive for excellence."***

*-Tommy O'Connor,  
Owner,  
LMA Services*

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"We're boots on the ground, and we strive for excellence," Tommy stated. "Everyone here is a laborer, including us. We're always looking for the most efficient way to get the job done."

## Urban site specialists

The transition to Komatsu equipment began around 2017 when the brothers decided to move away from backhoes in favor of compact excavators. That led to their first meeting with Bob Rosa, a sales representative for C.N. Wood Co. Inc.

"I don't even remember how we met Bob, but it was the best thing that could've happened for our business," Tommy reflected. "He delivered our first Komatsu PC88 mini excavator and walked us through it right there on the job. That was the start of everything."

Since then, LMA Services has added two Komatsu PC138USLC tight tail swing excavators and a WA320 wheel loader. The company previously ran a WA380 wheel loader and hopes to add another Komatsu wheel loader soon.



An operator lifts a beam with a Komatsu PC238USLC excavator.

"The Komatsu machines are just bulletproof," Tommy declared. "I've logged more than 7,500 hours myself on Komatsu equipment without a single breakdown that was a stoppage of service. That kind of reliability is rare."

Steelwrist tiltrotators have also positively impacted the company's operations. Installed on all three Komatsu excavators, the attachments help enable precision work in Boston's confined spaces.

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"The tiltrotator changed the entire trajectory of the company," Tommy remarked. "It gives us optimal control of the bucket for material placement, digging or maneuvering around utilities. You can do more with one machine than ever before."

Kevin added that the technology is often underestimated by those who haven't used it.

"People say they're expensive, but spend a day with one, and it'll change your mind," Kevin emphasized.

#### Customer snapshot

**Company:** LMA Services Company LLC

**Location:** Stoughton, Massachusetts

**Employees:** 8

**Established:** 2017

**Areas of expertise:** Emergency utility repairs and small-scale site services in urban environments

**Komatsu equipment:** PC88, PC138USLC and PC238USLC excavators; WA320 wheel loader

LMA Services recently used its tight tail swing excavator and tiltrotator combination on a large-scale retaining wall project in Marlborough, Mass. The Steelwrist attachment proved its value by helping the operator precisely place stone backfill behind a 16-foot-high, 500-foot-long concrete wall.

"We were able to stay in one spot and reach every angle we needed," Tommy described. "It saved us hours of work and reduced waste because we weren't just throwing material over blindly."

Working in urban areas also makes tight tail swing excavators a necessity. Komatsu's compact designs help LMA Services operate



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# 'Komatsu and C.N. Wood take care of the machines' services'

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within narrow jobsites without compromising on lifting or digging power.

"These machines let us work inside a single travel lane, which is incredible," Tommy commented. "We couldn't do this kind of work with anything else."

## Support that delivers

C.N. Wood has been with LMA Services every step of the way, providing not only machines but also service and peace of mind.

"We've worked with Bob Rosa and C.N. Wood for eight years now, and they've never missed," Tommy said. "They treat you like a partner, not a transaction. We've tried a lot of different brands, and nothing holds up to what Komatsu produces and the support that C.N. Wood offers behind it. It's truly remarkable."

Kevin emphasized that the relationship goes beyond business.

"Bob's a friend now," declared Kevin. "He'll go to bat for us anytime, and he's just a phone call away. That means the world to us."

C.N. Wood's support includes fast service, no-hassle warranty work and loaner machines when needed — all of which are crucial for a small company that can't afford downtime.

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"If something breaks, they'll send a machine to us that day," Tommy stated. "With other dealers, you hear 'we don't have anything in stock.' That doesn't work for us. We need uptime."

LMA Services also takes advantage of Komatsu Financial's 0% interest offers to invest in growth.

"When we only had one PC138, we had to share it by working day and night shifts," Kevin remembered. "With Komatsu Financial, we were able to get another one, which was a big step for us."

Tommy added, "It's always a seamless procedure because Komatsu does their financing in-house. It's just smooth."

Additionally, Komatsu Care maintenance programs help streamline operations.

"They call us when it's time for an oil change and schedule it," Tommy explained. "We don't have to keep track of it. We focus on running the business, and Komatsu and C.N. Wood take care of the machines' services."

## Future

As for the future, the O'Connors are focused on steady growth rather than big expansion. Being consistent and providing the best service is a cornerstone of their business.

"We enjoy what we do," Tommy said. "We're going to keep both feet on the gas, keep doing a good job, and see where it takes us."

Kevin summed it up simply, noting, "We care about the work, from start to end. Every inch counts." ■

*\*The opinions expressed here are from the end user as quoted. The results described herein are those of these end users under certain conditions. Individual results may vary.*

## By the numbers

- **7,500** hours of run time on Komatsu machines without a single service-stopping breakdown
- **3** excavators equipped with Steelwrist attachments help streamline labor and reduce jobsite movement
- **1** day or less is often the turnaround time for equipment support or a loaner machine from C.N. Wood

LMA Services' Tommy O'Connor (left) and Kevin O'Connor (right) meet with C.N. Wood's Bob Rosa (center), who has provided them with reliable service and support since 2017.

