WWW.FLASHGLOBAL.COM

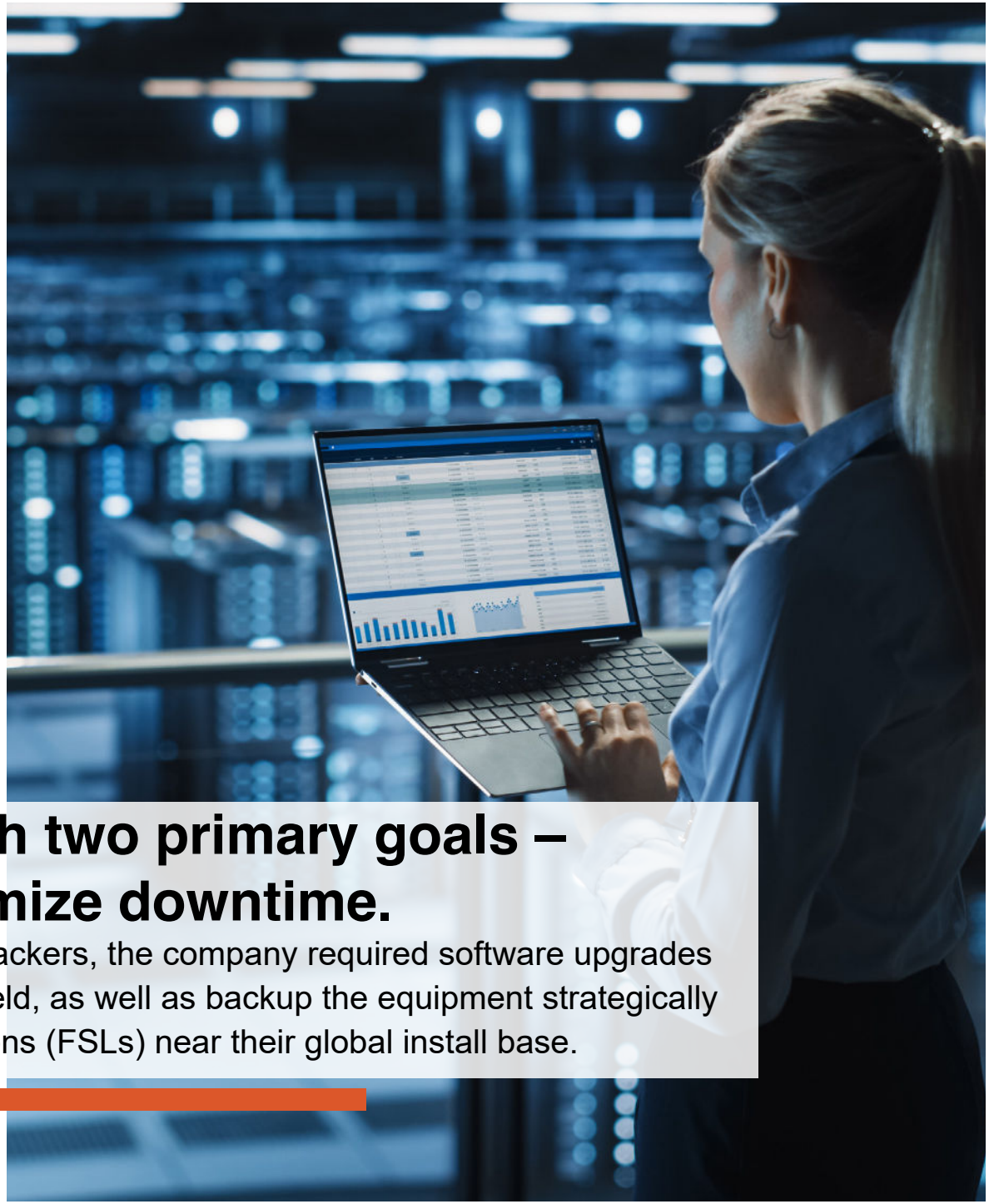
SUCCESS STORY

With Flash Global, It’s More Than Parts Delivery

Minimized Downtime | $200K in Cost Savings

FlashGlobal

Flash Global partnered with a cybersecurity company who serves over 7,700 customers in 103 countries, including 50% of the Forbes Global 2000 companies.



They came to Flash with two primary goals – control costs and minimize downtime.

To protect end users and stay ahead of hackers, the company required software upgrades to the units that were operational in the field, as well as backup the equipment strategically located in Flash's forward stocking locations (FSLs) near their global install base.

Getting to Work

In less than 72 hours, Flash opened 45 depots in Mexico. Working as an extension of their team, Flash field service techs trained with a cybersecurity engineer on the specialized upgrade kits. This enabled the techs to create the kit, oversee the upgrade process of security appliances, and provide troubleshooting when needed.

To date, Flash has coordinated three different upgrade projects in 21 countries, resulting in **336 units** upgraded.

SLAs Met & More

This collaborative approach allowed the firm to meet its two objectives – cost control and minimization of downtime.

The cybersecurity firm saved over $200,000 in import/export duties and freight costs and the right parts arrived at the right time at the right location, reducing the risk of unexpected downtime.

This enabled the company to maintain its status as the leading manufacturer of flame safeguard controls and burner management systems for commercial and industrial applications. In addition, they maintained a **strong brand reputation** with their end users in a variety of public buildings, commercial properties, power plants, pulp and paper mills, petrochemical facilities, and food processing plants.