

# Providing Solutions for Customer's Unique Challenges

## Fire Restoration Project



**When catastrophe strikes, getting your business up and running quickly can be a challenge. How do you meet tight time requirements without sacrificing quality?**

**Years ago, a major player in the food industry reached out to us for help; A massive fire in their plant had destroyed a significant amount of equipment on 3 floors of the facility.** Without hesitation, our owner personally drove to their out-of-state venue and helped assess the situation. They needed 48 control panels, ranging from free standing modular NEMA 12 enclosures containing VFDs and PLCs, to NEMA 4X stainless steel wall mount enclosures with PLCs, as well as data liners, HMIs, and control station enclosures, all in a 4-month time frame. Though they had an internal engineering department, they were not prepared for a catastrophe of this magnitude and had decided to hire a large outside engineering firm to assist with the design and refurbishment of the entire facility. Because of our familiarity with the customer's requirements, they asked that Simplex

construct the control panels and assist the engineering firm in adhering to their stringent specifications, of which the engineering firm was not familiar. **We were happy to help!**

**A key component of Simplex's preparedness strategy is keeping records of every project.**

We were able to provide quotations quickly by using past bills of material and quotes, along with information shared by the engineers. This allowed us to begin fabrication of equipment before the design was even complete, and was a significant factor in our ability to meet and exceed the customer's delivery requirements while maintaining the utmost quality. For months, our project manager spoke daily with a representative from the engineering firm to share updates, ask and answer questions, and determine what was needed next. Working hand in hand, we manufactured equipment in the priorities given to us and succeeded in delivering each piece for installation on or ahead of schedule. Not only did we successfully get this food industry giant back on track, but we have remained the engineering firm's go-to control panel provider ever since.



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