



The fastest way to **connect**, **visualize** and **control** OT networks and critical infrastructure.

## Case Study

# SLASHING OPERATIONAL COSTS AND RESPONSE TIMES

How Tosi Became a Sales Differentiator



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*It's a trusted solution. Having the ability to say this has been validated by the Fortune 500 helps us sell.*

**Greg Maloney**  
Controls Manager  
BME Mechanical

## THE CHALLENGE: SECURE REMOTE ASSET TO REDUCE OPERATIONAL COSTS

As one of the leading specialized mechanical contractors in the Midwest, BME manages all aspects of the mechanical (HVAC / R), electrical and plumbing business from engineering design through project completion and continued maintenance programs. Their initial need was to reduce operational costs by simplifying customer interactions through remote access.

## CHOSEN FOR EASE OF SETUP AND USE

BME does not have an in house IT team, so they wanted a solution that was easy to set up and use. Greg Maloney, Controls Manager at BME said, "I need something that you click here and click there, and it goes," and he called the Tosi platform "as easy as you're going to make security for remote access."

## A REAL DIFFERENTIATOR FOR SELLING TO CLIENTS

Tosi has become a differentiator for BME as part of their sales process. BME's clients are often concerned about how BME will address incidents that happen after hours. Before Tosi, if the client's staff wasn't in the office, BME couldn't get access until the next day. With Tosi, they have remote access anytime and fix any issues in real time, even after hours.

For one client in particular, it was important that Tosi is a trusted solution used by large customers, including Fortune 500 companies.

## KEY BUSINESS BENEFITS

- **Ease of use:** BME doesn't need an IT team to set up secure remote access.
- **Reduced operational costs:** Remote access helps simplify customer interactions.
- **Scalability:** Remote access will make BME employees more effective as the company looks to scale up.
- **Increase sales:** Tosi has become a differentiator that helps BME sell to clients that value security and the benefits of remote access.



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