



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

## Case Study

# EXTREME COST SAVINGS

## By Eliminating \$60k Service Calls



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On-site service is expensive. Before Tosi, one client spent over \$20,000 in just four months on service calls. Now, I solve those same problems from home, dramatically cutting costs for our customers.

**Kerry Mixon**  
Technical Services Application Engineer  
Brandon and Clark, Inc.

## THE CHALLENGE: BIG GEOGRAPHY, EXPENSIVE SERVICE CALLS

Brandon and Clark is a regional electrical solution center that serves the Southwestern United States. Some of their customers, including those running cotton gins, are located hundreds of miles away from Brandon and Clark's headquarters in Lubbock, Texas. It was hard for Brandon and Clark to mobilize service technicians to drive 18 hours or more round-trip, and it was expensive, for both the customer and for Brandon and Clark. The customers had to pay up to \$60,000 for a service call, and Brandon and Clark had the burden of team members being out of office and unavailable to support internal and local efforts. Brandon and Clark wanted to enable remote access so they could address their customers' needs without the long drives.

## PROVIDING OPERATIONAL SUPPORT TO A COTTON GIN FROM 500 MILES AWAY

Five years ago, Brandon and Clark installed the Tosi Platform on a belt press in a bale press at a customer location in El Campo, Texas, more than 500 miles from Lubbock. That gave Brandon and Clark the ability to remotely access and control the customer site, and it mostly eliminated the need to send technicians to the site for service work. The customer has local electricians that can handle rewiring if something needs to be replaced, but Brandon and Clark can update general logic and PLC logic and provide operational and controls engineering support to the customer's bale press from Lubbock.

Since then, Brandon and Clark has expanded its use of the Tosi Platform to several cotton gins in South Texas, Arizona, and California.

More recently, Brandon and Clark installed the Tosi Platform in one of their customer's pump labs. The customer wanted one specific technical services engineer to provide their service. Before Tosi, supporting the remote cotton gins would have required the engineer to spend a significant amount of time on the road, which would have kept him away from the pump lab. There would have been concerns at the pump lab about potential production losses if an issue arose while the engineer was out of town. With Tosi, the engineer can support the cotton gin customers from his living room and continue to provide high levels of support to the pump lab and other customers.

## KEY BUSINESS BENEFITS

- **Secure access:** Tosi provides a secure and reliable method for Brandon and Clark engineers to remotely support their customers regardless of location.
- **Faster service:** Remote access enables Brandon and Clark to provide immediate service to its customers without the delay of a long drive.
- **Extreme cost savings:** Tosi enables both Brandon and Clark and their customers to save tens of thousands of dollars on service calls.
- **Happier customers:** Tosi has enabled Brandon and Clark to provide superior service without big service fees.



## LOOKING FORWARD

Brandon and Clark is expanding to make Tosi part of their standard quote package, including it in everything they do. They are also looking into expanding into using Tosi Hub and Tosi Control to gain additional access and visibility.

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