



Case Study

Challenge

Tyco Fire & Security provides electronic security and fire protection solutions in over 100 countries. With \$11.5 billion in annual sales and 90,000 employees, its products and services are used to safeguard firefighters, prevent fires, deter thieves and protect people and property. Our wide-range of access control and video brands—Software House, American Dynamics, Kantech, and CEM—combine for more than three decades of delivering the latest, innovative technology to customers of all sizes. With integration platforms unrivaled in the industry, our solutions work seamlessly together as well as with other Tyco products such as SimplexGrinnell's fire systems and DSC's intrusion panels. For more information on our access control and video brands, visit www.tycofireandsecurity.com.

Solution

StarTech.com was able to supply a modified version of an existing case that met both Tyco Fire & Security build requirements and its expectations for on-time delivery, quality, and performance.

Result

StarTech.com has been able to deliver a customized solution to Tyco Fire & Security that has allowed it to streamline its procurement process and deliver the reliability required for high-availability security applications.

Tyco Fire & Security chooses StarTech.com to provide specialized computer cases and power supplies for its American Dynamics digital video security solutions

Security never sleeps. As the leading provider of digital security and closed-circuit television (CCTV) systems to customers in a wide variety of industries, Tyco Fire & Security has made delivering reliable security and surveillance solutions a cornerstone of its commitment to customers. Tyco Fire & Security needed a supplier for specialized computer cases and power supplies that could deliver on the exacting specifications and quality necessary for security applications.

StarTech.com was chosen as the supplier for cases and power supplies because of its willingness to accommodate Tyco Fire & Security's specifications and the rigorous standards that the products met.

Because the construction of a computer case impacts several aspects of a computer's operation—especially the cooling that affects the integrity of components—Tyco Fire & Security wanted to be sure that any prospective case used in its American Dynamics products would provide maximum ventilation, cooling, and protection for the sensitive electronics inside. Likewise, StarTech.com power supplies are designed to deliver stable current to computer components, maximizing system reliability and longevity in critical high-availability applications.

As important as meeting the technical requirements for the project was, it only tells part of the story. Tyco Fire & Security also needed a partner that could supply products on-time and accommodate any design changes as their needs changed. They also found that in StarTech.com.

[continued over]

“We require our partners to rise to our challenges with new ideas and innovative products. StarTech.com responded to our needs and provided quality products and professional services allowing us to maximize our opportunities with our core product offerings.”

Gareth McClean
Director of R&D
American Dynamics,
the leading video brand of
Tyco Fire & Security

“We believe that we are a partner in our clients’ success, and we will do what is necessary to make that happen.”

Pratik Sharma
Account Executive
StarTech.com

StarTech.com U.S.A.
6300 Commerce Center Drive Suite E
Groveport, OH 43125

StarTech.com Canada
45 Artisans Cr.
London, ON
N5V 5E9

StarTech.com Limited
Unit 5 Kingsfield Way
Dallington Fields Business Park
Kings Heath
Northampton
NN5 7QN
United Kingdom

Tel: 1-800-265-1844 (US/Canada)
Tel: 00-800-7827-8324 (UK/Ireland/Europe)

www.startech.com

“Providing responsive service has been key to the success of this project,” says Pratik Sharma, StarTech.com Account Executive and the company’s project lead. Delivering the product Tyco Fire & Security needs, when it needs it, requires the coordination of both technical and business operations staff between the two companies. As a manufacturer with over 20 years of experience, StarTech.com was well-positioned to understand the technical and business requirements of a project of this scope. “We believe that we are a partner in our clients’ success, and we will do what is necessary to make that happen.” notes Sharma.

This project is an example of how StarTech.com’s partnership focus results in successful outcomes for its customers. By leveraging its experience as a provider of custom solutions, StarTech.com has allowed Tyco Fire & Security to do what it does best: delivering reliable and innovative security products to its customers.

Conclusion

StarTech.com’s mix of technical expertise, manufacturing experience, and partnership focus is a winning combination for companies like Tyco Fire & Security. When building a custom solution, StarTech.com allows its customers to focus on what matters: exceeding their clients’ expectations.