



## Case Study: Hubbell



**Summary:** Hubbell Incorporated was founded by Harvey Hubbell as a proprietorship in 1888 and incorporated in Connecticut in 1905. Hubbell designs, manufactures and sells electrical and electronic products for non-residential and residential construction, industrial and utility applications. Hubbell's manufacturing facilities are located in several countries through the world to include the US, Canada and Mexico in North America. Headquartered in Shelton, CT Hubbell had been working through some challenges with regard to timely delivery and deployment of equipment. Their IT Department was tasked with finding a company to partner with that could come up with a solution for better turnaround.

**Challenges:** The primary challenge faced by Hubbell was the need to greatly improve turn-around time. Dell, a manufacturer whose products are widely used by Hubbell is a CTO company. It would often take up to 2 weeks or more to receive equipment. There was an ongoing problem with regard to getting machines to new employees in a timely manner. Hubbell also lacked sufficient resources to provide imaging services in-house.

**Solution:** Hubbell, a long-time customer of Whalley Computer Associates, enlisted the help of their technology partner to come up with a solution to their problem. WCA carefully assessed the situation and proposed a plan to help streamline certain aspects of their equipment distribution, thus increasing the efficiency of affected areas of the operation. WCA stocked and imaged machines as needed, and shipped within the SLA required by the customer.

**Benefits:** Following the implementation of WCA's initial plan, the result was a measurable improvement in turnaround. Equipment stocking and distribution became more streamlined under WCA's directive.

### Industry

Corporate  
Shelton, CT

### Environment

- 90 National Locations
- Mobile Sales Staff

### Challenges

- Slow Dell turn-around
- Staff to image machines
- New employee machines timely

### Solution

- Dell product
- WCA stocking
- WCA imaging services
- Shipping to Broker for Mexico