



## SUMMARY

### Customer

Utility company

### Challenge

Electrical and electronic cabling to restore massive power outage

### Solution

READY!<sup>SM</sup> To Install

### Results

- Six truckloads of electrical cabling prepped for installation and delivered on-site in less than 24 hours
- Rapid response and power restoration for local citizens.



Anixter's prompt response to our requests and their stellar service was a significant help in ensuring that our customers had their power restored as quickly as possible. It is reassuring to know that we can count on Anixter to help us through any crisis.

### Major Electrical Contractor

### Customer Challenge

Living in the 21st century, it is pretty easy to take modern conveniences such as utilities for granted. However, one fateful day last summer, some unfortunate New Yorkers learned how electricity can disappear in a flash. A massive flood caused electrical power outages in the boroughs of Manhattan, Queens and the Bronx. Making matters worse was the stifling heat, which quickly thrust these areas into a state of emergency. Clearly, power needed to be restored as quickly as possible to keep a major inconvenience from disintegrating into a dangerous panic.

### Program Scope

A utility company that was responsible for providing power to these regions made an urgent call to its preferred manufacturer to get assistance during this disaster. Knowing our reputation as a global leader in the distribution of electrical and electronic cable, the manufacturer immediately turned to Anixter in hopes that the company would have the resources needed to secure the inventory of electrical cable to restore service to its customers. Responding to the call, a northeast Anixter location manager checked national inventory levels for the products. Fortunately, Anixter had the necessary cabling and other supporting products. However, they had to be delivered on-site as fast as humanly possible to get relief to anxious citizens who were sweltering in the summer heat.

### Anixter Solution

Anixter responded with a turnaround of six truck loads of cable in two days, with the first delivery arriving in less than 24 hours. Anixter utilized its nationwide warehouse network to prepare and package the right products for a quick and easy installation. The next morning, the company had a complete bill of materials ready to install. Anixter's quick shipment provided desperately needed supplies, including critical 600 V EPR/Hypalon and power UL-Type RHH/RHW cabling.

A major electrical contractor that worked on this project commented, "Anixter's prompt response to our requests and their stellar service was a significant help in ensuring that our customers had their power restored as quickly as possible. It is reassuring to know that we can count on Anixter to help us through any crisis."

As distribution specialists, Anixter works in advance with the world's best manufacturers to compile the widest selection of quality products, both high-demand parts and specialty items that can be hard to locate. Where a manufacturer might need days to ship products, our nationwide warehouse, and expert shipping specialists, can deploy products where, when and how you need them. Anixter was able to get this customer up and running again when time was a critical factor and every hour really mattered, as it does for many customers on a daily basis.

## CASE STUDY

# A TIMELY RESPONSE HELPS NEW YORK TURN THE LIGHTS BACK ON



### Program Results

After working around the clock, the utility company was able to restore all of the power to Manhattan, Queens and the Bronx by that Thursday, after citizens endured five days without power. As unpleasant as that was, one can only imagine how much worse the situation would have been without the well-coordinated teamwork of the key manufacturer, the electrical contractor and Anixter's sales and warehouse personnel. Working together, power was restored in record time considering the magnitude of the disaster.

The utility company currently serves more than three million customers in New York City's five boroughs and Westchester County, an area that spans approximately 600 square miles and is home to nine million residents. Anixter takes pride in its ability to respond in a time of crisis by leveraging its core distribution capabilities, including sourcing from a nationwide warehouse network, prepping and packaging the material, and effectively managing the logistics of the material to the job sites.



READY!<sup>SM</sup> Deployment Services by Anixter map our distribution

and Supply Chain Solutions to the construction or deployment process of any technology project. We combine sourcing, inventory management, kitting, labeling, packaging and deployment services to simplify and address the material-management challenges at the job site(s). READY! Deployment Services by Anixter will help you improve the speed to deployment, lower your total cost of deployment and deliver your product specifications as planned.

#### This project called for:



READY!<sup>SM</sup> To Install is a customized full-service wire and cable management and delivery program.

OVER  
**8,300**  
employees

OVER  
**100,000**  
customers

MORE THAN  
**450,000**  
products

**About Anixter:** [anixter.com/aboutus](http://anixter.com/aboutus)  
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