

CASE STUDY

OVERCOMING SUPPLY CHAIN CHALLENGES TO SUPPORT RAPID GROWTH

CHALLENGE

As the company expanded throughout California and into new markets, demand for compressed natural gas (CNG) products grew significantly. The business needed access to products in more locations and on shorter timelines. Its existing supplier couldn't keep up.

Shipping issues became increasingly common, resulting in missed delivery dates that affected customers. To make matters worse, the supplier was charging higher prices while providing inconsistent service.

The company's sales and service director knew it was time to find a better supplier. After seeking recommendations from industry contacts, the sales and service director repeatedly heard the same name: MFCP.

He made the call. Instead of finding another supplier, he found a partner.

SOLUTION

MFCP's Salt Lake City team, including Jamie McCracken, Alternative Fuel Market Manager, and Ryan Danner, Branch Manager, knew what the fleet services company needed to be successful. With extensive expertise in CNG and renewable natural gas (RNG) systems, the team understood the technical requirements, engineering infrastructure, and system integrations involved. As a result, they could provide solutions, not just products.

A California-based fleet services company had built a strong reputation for providing mobile support for natural gas fuel systems, including tank inspections, repairs, maintenance programs, and tube bending. To deliver that level of service, the company needed a reliable supplier that could provide products quickly, affordably, and consistently. That reliability was essential to fulfilling the company's mission: making alternative fuel service easy and convenient for its customers.

Unfortunately, its supplier was doing the opposite. Shipping delays, missed delivery dates, and rising costs made it increasingly difficult to support customers effectively.

That's when the company turned to Motion & Flow Control Products (MFCP) for a solution.

COMPANY HIGHLIGHTS

- Industry: Maintenance, repair, and operations (MRO) for alternative fuel market
- Location: California, expanding into other states
- Employee size: Grew from fewer than 50 employees to more than 500

Right away, the MFCP team located the products needed and worked to keep costs low, as they knew it was a priority. Access to inventory was made easier through MFCP's branch network across the western U.S. and through its strategic supplier relationships.

The team also worked proactively to simplify processes and improve service for the fleet services company's customers.

MFCP's performance and technical support made a lasting impression. The sales and services director wrote to Parker, asking that MFCP be its long-term supplier, even though technically another vendor was assigned to them. After reviewing the letter, Parker agreed.



RESULTS

Five years later, the company grew into one of the nation's largest alternative fuel support organizations. Reliable product availability, competitive pricing, and responsive service have helped support its continued growth. The company remains a strong advocate for MFCP.

SUMMARY

For more than 60 years, MFCP has helped customers improve equipment performance through technical expertise, trusted supplier partnerships that provide exceptional products, and comprehensive service capabilities. With 60+ locations across the western U.S., local ParkerStores, experienced engineers, and specialized manufacturing resources, MFCP delivers solutions that extend far beyond product distribution. For alternative fuel and energy companies, MFCP can provide products nationwide.

CONTACT US

**LET US HELP YOUR ALTERNATIVE
FUEL COMPANY.**

PARTNER WITH MFCP.

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MFCP DELIVERED

- Fast turnarounds on products with locations across the West and strategic partners everywhere
- Great customer service with prompt communication
- Fair pricing
- Key CNG components and services:
 - Hoses- both on-board vehicle and time fill assemblies
 - Fittings
 - Tube fabrication
 - Filtration
 - Instrumentation fittings
 - Valves
 - Breakaways
 - Posts
 - Adapters
- Expertise in the industry

