



Taking a Second Look

CORE & MAIN CASE STUDY:

DEPENDABLE EXPERTISE & STRATEGIC SPRINKLER SOLUTIONS

Background

As a fire protection contractor, protecting your community is what you do — and to do it successfully, you depend on reliable products and services that deliver consistent results. At Core & Main®, we're passionate about protecting our communities, too. We know just how vital fire protection measures are, and we know you can count on our dependable expertise to ensure only the highest quality standards are met — every time. So when we were called to do a project for B&W Fire Security Systems in a remote location in Arizona, we did not hesitate to support that community.



Solutions to Overcome Any Obstacle

The recently renovated Show Low Regional Medical Center, located in a remote mountainous area commonly referred to as the "White Mountains" in Show Low, Arizona, contracted with B&W Fire Security Systems, an Arizona-based residential and commercial fire and security systems company, to install nearly 400 sprinkler heads. Many competitors would balk at the sheer size and scope of the project, considering the job a loss because of the distance and travel stipulations to deliver the appropriate materials, but we were dedicated to finding a solution for our valued customer.

Matthew A., Core & Main inside sales and operations specialist — and recent graduate of our management training program — had a bright idea for a new economical solution that would work.

"That's how we won the bid," said Doug S., branch manager for Core & Main. "Not only had the customer not known about a more cost-effective option for this particular case, but they didn't have to spec a different product."

Instead of using FlexHead® sprinkler heads, an innovative flexible fire sprinkler, we bid the project using SprinkFLEX® technology, a line still offered under the FlexHead portfolio but a more viable fit for this particular project.

"We have a committed relationship from B&W," said Doug S. "It's a two-way street. That open dialogue and communication and willingness to continue to work with each other brought the question of asking what the other options are — or taking a second look."

Trusted Partners to Get the Job Done

Whether it's matching a client with the right product or answering an emergency call in the middle of the night, you can count on us to be your trusted partner.

"When unforeseen challenges arise, we jump on the opportunity to find a solution," said Derek A., West Regional Director - Fire Protection. "Our broad portfolio of fire protection services and fabrication is available coast-to-coast with a variety of specialized products to meet local specifications, ensuring these critical safety measures for our customers make a positive long-term impact."

Logistics and deliveries posed another challenge to the project, but several of our dedicated employees were able to execute a complex strategy involving multiple vehicles to safely deliver the materials and products on time and within budget.

"We treat our clients like family. My phone is on my hip 24-7, and I try to provide a personal touch when it comes to estimating for any project. We have a great relationship and mutual understanding built on respect and dedication, which allows all of our customers to thrive."

SCOTT A.

Core & Main District Manager



FIRE PROTECTION

“Our delivery strategy reflected Core & Main’s commitment to the project by offering a unique and personal solution to the challenges posed by a remote location,” said Scott A. , Core & Main district manager. “Once again we went above and beyond for our client.”

“When unforeseen challenges arise, we jump on the opportunity to find a solution.”

DEREK A.

Core & Main
West Regional Director -
Fire Protection

At Core & Main Fire Protection, we offer a full array of fire protection products and services and are committed to helping you get the job done right — all while maintaining the highest standards of quality.

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“Sprinklers save lives and property,” said Doug S.
“It’s rewarding to know we’re in that kind of business.”

