

Company Profile



Falcon Industries, Inc.

Employees: 52

Founded: 1982

*Manufacturer of custom helix
flighting and conveyor screws*

*Plants in Medina, Ohio and
Cosmos, Minnesota*

www.falconindustries.com

Challenge

*Strengthen IT infrastructure across
two locations and enhance custom
software to meet the demands of a
specialized market.*

Solution

*Utilize CRU Solutions as their
technology advisor to design and
implement current and future IT
projects.*

Results

*Falcon relies on CRU to meet their
current multi-location IT needs
efficiently and to provide advice for
future budget planning.*

Quick Support for Multi-location Specialty Manufacturer

Falcon Industries engaged CRU Solutions in 2001 to develop custom software that would allow them to quickly access information to improve customer service. The project also included CRU custom hardware to run the new system. Bob Taylor, President Emeritus, was so satisfied with CRU's service and support that CRU has been Falcon's IT department ever since.

When Falcon's Medina, Ohio plant expanded into a new building in 2008, CRU was called in during the design phase to recommend the network infrastructure. From the network plan to equipment installation, CRU delivered the complete services Falcon required to minimize the move disruption as much as possible.

Custom hardware is a key part of Falcon's IT operation, and CRU Solutions recently successfully completed a server refresh in both the Ohio and Minnesota locations. Rhonda Gass, General Manager in Minnesota, says, "The remote support on the new server installation was wonderful. Within a day, everything was up and running the way it was supposed to."

Rhonda is also pleased with CRU's routine support. "They don't tie me up on the phone if they can't answer my question right away," Rhonda says. "They tell me when they'll call me back and they do. And, when I speak to the techs, their answers are in plain English."



Brian FitzGerald, President, echoes Rhonda's views. "CRU understands our business and responds quickly to our requests. They also help us with future technology planning which helps with budgeting," he says.

Falcon Industries has been recognized as a Weatherhead 100 company, a Leading EDGE company, and has received a Cascade Capital Award. These recognitions acknowledge the company's goals of continued growth through product and customer service excellence.

Steve Sogor, General Manager in Ohio, says, "We work hard to provide exceptional customer service. CRU's software, hardware and IT support help us achieve that goal."

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*-- Brian FitzGerald,
President*