



TOTAL FILTRATION SERVICES

Rapid Response Prevents Process Disruption for Major Agricultural Processor

Customer Case Study



PROFILE

One of the world's largest agricultural processors and food ingredient providers operates a major production facility in the Midwest. The company plays a vital role in the global food supply chain, processing crops and transforming them into a wide range of essential products for both humans and animals.

CHALLENGE

With a reputation for high-volume output and exacting quality standards, the facility is home to ten large-scale reverse osmosis (RO) systems that require dependable filtration to keep operations running smoothly.

The customer reached out to Total Filtration Services (TFS) about a year ago to reestablish a partnership due to concerns with their existing supplier and has since relied on TFS for monthly shipments of RO pre-filter cartridges to maintain process reliability and performance.

On a Friday morning, the customer alerted their TFS Account Manager that they were going through filters at an alarming rate due to an unexpected disruption to their process. This issue significantly increased the demand on their filtration system, quickly depleting their existing supply.

Although a routine order had already been placed earlier in the day, the team soon realized they wouldn't make it through the weekend without additional filters. At 7:57 p.m., an urgent message from the plant confirmed they needed thousands more—fast. With limited inventory on-site, the customer faced a serious supply gap at one of their largest U.S. production facilities.

THE TFS SOLUTION

The TFS Account Manager quickly responded to the urgent request by sending a quote for the available stock at a TFS warehouse in Shakopee, MN—nearly 4,000 of the exact cartridge needed: a 1-micron, 40" melt-blown filter.

Within hours, the customer issued a purchase order for 2,900 cartridges at 10:00 p.m.

To expedite fulfillment, the Account Manager engaged a TFS team leader who mobilized internal resources across departments. The order was manually entered in the early morning hours, approval secured, and the warehouse team sprang into action—even with one key team member driving back from out of town with family to personally ensure the filters were pulled and delivered the same day. This coordinated effort ensured the customer received their filters before running out.

RESULTS

Thanks to the swift and coordinated response from the Total Filtration Services team, the customer was able to avoid a costly process shutdown and maintain continuous operation of their reverse osmosis systems. The timely



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delivery of the replacement filters helped stabilize their filtration needs during a critical disruption.

The customer expressed deep appreciation for the team's efforts. As their site purchasing contact shared:

"Again, I cannot thank you enough! It is amazing to have vendors like you to work with and willing to go the extra mile for your customers! We are so appreciative! Thank you."

This successful execution not only reinforced the customer's trust but also serves as a clear example of how Total Filtration Services prioritizes strong partnerships, deeply understands filtration needs, and ensures customers have the right filters, exactly when they need them.