

# Direct Energy Solar

## Introduction

This case study of Direct Energy Solar is based on an April 2017 survey of MultiTech customers by TechValidate, a 3rd-party research service.



“Multitech has allowed us to enable remote monitoring of our commercial and industrial solar equipment where previously there was no internet access available to serve those connections. ”

## Challenges

- Decided to work with MultiTech for the following reason:
  - Responsiveness to their needs
- Considered the following companies before choosing MultiTech:
  - Sierra Wireless
  - Digi
- Takes the following factors into consideration when evaluating a supplier:
  - Customizable and flexible service
  - Responsive expertise
  - Pricepoint for quality product with proven reliability

### Company Profile

Company:  
**Direct Energy Solar**

Company Size:  
**Medium Enterprise**

Industry:  
**Energy & Utilities**

## Use Case

- Has been a customer of MultiTech for 1-3 years.

## Results

- Rates the value of MultiTech for each of the following areas:
  - Sales Support: valuable
  - Ordering of products: valuable
  - Availability of products: less valuable
  - Delivery of product: valuable
  - Customer Service / Technical Support: extremely valuable
  - Reliability and quality of products: extremely valuable
- strongly agrees that MultiTech understands the rigorous needs of their industry.
- Rates the importance of the following factors in their decision to purchase a MultiTech product:
  - Price: very important
  - Quality of products and services: very important
  - Technology / innovation: important
  - Life cycle management of products: important
  - Customer Support / Technical Service: very important
- Found their experience with MultiTech to be better than expected.

### About MultiTech

MultiTech designs, develops and manufactures communications equipment for the industrial Internet of Things – connecting physical assets to business processes to deliver enhanced value.

#### Learn More:

[Multi-Tech Systems, Inc.](#)