

# Pipe Lines

A SCADA-focused Newsletter from Data Flow Systems  
December, 2022



## Double Whammy

Earlier this year, we reported on the ways that COVID had affected our supply chain and the maneuvering we did to cope with a suddenly questionable supply of critical parts. Since that time, we have had to change many of our established ordering procedures to counteract this new reality while managing events, like hurricanes, that can't be predicted.

Many of our suppliers and assemblers work through blanket purchase orders. An order may require them to deliver a quantity of products regularly over a period of a year. Before supply chain problems, these blanket orders would be renewed 90 days prior to expiration, giving our suppliers ample time to acquire the necessary components to continue production. Now we must renew these blanket orders a full year in advance.

But all the careful planning goes out the window when we're hit with a double whammy: supply chain issues plus hurricanes.

Two late-season hurricanes upended our system. Suddenly, vendors that may have provided us with 20-30 units a month were asked to produce 300 units.

Our reserve and pre-ordered supply of TCUs was vacuumed up by affected utilities that had taken the brunt of those storms. Our service and repairs personnel created a triage system to evaluate scores of damaged devices. Those that only required minor repairs were quickly restored and returned, taking some of the pressure off our new product assemblers.

The unpredictable combination of supply chain conditions and storm events has shown us that hard and fast business operating practices are not always viable. Long-term business models require a significant dose of flexibility so that the continuing needs of our customers can be met and the level of service for which we are known can continue in spite of unforeseen events.

## DFS Names Taylor Ertrachter Product Engineering Manager

This year, Chief Technical Officer and DFS co-founder, Brent Saunders, has named Taylor Ertrachter as DFS's Product Engineering Manager.



Taylor received his degree in Software Engineering from Florida Tech and added a minor in Business Management. After interning at both large and small companies throughout his college career, he was drawn to DFS because of the engineering team members and the intimate atmosphere and working spirit of our company.

In his spare time, Taylor, an Eagle Scout himself, likes to work with Eagle Scout candidates in the Melbourne Boy Scouts district to help them achieve the highest goal in scouting. He also returns to Jacksonville, Florida to reconnect and camp as a mentor to his home Boy Scout troop there.



## Patrick Lambert: DFS Client Relationship Manager

There is an old business adage: "The best customer is the one you already have." DFS's recent appointment of Patrick Lambert as our Client Relationship Manager reflects our belief in that concept.

Pat comes to us after 33 years in the water and wastewater industry in Florida and southern Georgia. He marketed control valves and actuation and processing instrumentation while working with consulting engineers, municipalities, and contractors in water utility projects.

At DFS, Pat will call on our existing customer base to project our commitment to cultivating and maintaining open communications. Our goal is to always produce win-win relationships.

When he's away from the office, Pat is an avid sailor and holds a USCG Master Captain's rating. He is also a private pilot and a recreational golfer.

## DFS Hosts Regional Seminars in Florida

DFS will host six one-day, informational and training seminars each week during the first two months of 2023. The first, The East-Florida Regional Seminar will take place on January 19 in our home town at:

City of Melbourne Front Street Civic Center  
2205 Front Street \* Melbourne, Florida

See the links below for seminar registration and for information about future regional seminars.

[Seminar Registration](#) [Regional Seminar Info](#)



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