VIBRANT
TECHNOLOGIES FOR THE FUTURE

CASE STUDY

Three hours to answer, one week to deliver

Emergency infrastructure sourcing during a ransomeware incident at a European critical infrastructure operator

TRANSIT SECTOR

UK SITE DELIVERY

< 1 WEEK DURATION

$500K+ ORDER SIZE

OVERVIEW

> **The request came in at 6:53 in the morning, Central Time. It was already lunchtime in London, and the site had been running on pen and paper for a week.**

Ransomware had compromised a shared processing platform used across a European operator's network. Automated systems collapsed at several of its largest sites. Staff reverted to manual processing with paper and laptops, and service was disrupted for days.

Recovery from an incident like that is usually framed as a security problem. It is also, immediately and unglamorously, a hardware problem: compromised infrastructure has to be replaced physically, in place, at scale — with equipment that exists right now.

THE TIMELINE—72 HOURS TO SECURE THE STOCK

FRI 06:53 AM CT
Request arrives from a global IT services provider, flagged high importance

FRI 09:27 AM CT
Priced, spec-matched configuration returned — 20 minutes to approve

SAT – SUN
Requirement more than doubles; UK stock located, US fallback priced

MON, 03:00 AM CT
On the phone the moment UK suppliers open

TUE, 11:00 AM CT
Hardware delivered on site

THE ASK, IN NUMBERS

2
Enterprise servers — 32-core, 512GB RAM, 10TB flash RAID

408
DisplayPort-to-DVI cables, direct to the affected site

1,000
Memory modules for the end-user PC fleet

450+
PCs replaced across two UK locations

2
Delivery sites; the incident site, plus a parallel replication project

Full spec as requested: single-socket, 32-core, 512GB RAM, 10TB flash RAID, 4 × 1GbE, 10GBase-T. Cables at 3 metres, DisplayPort to DVI.

Added within 72 hours: 100 further cables, the memory module volume, and enterprise storage for a replication project at a second UK location.

THE PROBLEM

Every piece of that equipment had to be sourced, staged and delivered inside the United Kingdom—six time zones from Vibrant's headquarters in Eden Prairie, MN—across one weekend.

Moreover, Vibrant was not yet an approved vendor in the customer's procurement system. Onboarding was in progress, but it had not completed.

Every conventional procurement path answered the same way: weeks. The customer needed tonight.

> **6 TIME ZONES · ONE WEEKEND · NO VENDOR NUMBER YET**

Factory-build spec. OEM lead time on the requested server configuration ran into weeks — against an outage visible to customers & the public.

A secured site address. Distribution could not move meaningfully faster, and certainly not into a live incident site on a Friday afternoon.

The channel was shut. The follow-on volume requests landed on a Sunday, when most of the supply chain was closed entirely.

THE SOLUTION

We did not report a stockout and wait for the market to catch up. We engineered around it — three times, inside seventy-two hours.

1 ANSWERED WITH A BETTER MACHINE

The exact model requested was not obtainable in-country same-day. We built a functionally equivalent configuration from live inventory: 32-core Xeon Gold, 512GB RAM, eight 3.84TB SAS SSDs — roughly 30TB raw, three times the storage asked for, at no premium. Full spec and pricing were back in the customer's inbox two hours and thirty-four minutes after the request arrived.

2 SOURCED IN-COUNTRY, NOT SHIPPED

Anything crossing the Atlantic loses days to customs. We worked our UK supplier network directly to locate stock already inside the country — including sitting up for the London business day to be on the phone the moment suppliers opened on Monday morning.

3 ENGINEERED AROUND THE SHORTAGE

The 1,000 memory modules were specified as 4GB. We proposed 8GB, the customer confirmed it would work, and the pool of obtainable stock widened immediately. In parallel we priced a stateside pool and counter-to-counter air freight, so the requirement had two live paths rather than one.

THE ACTION: TRUST EARNED, RISK SHARED

Across the engagement the customer placed over $500,000 in orders on NET terms — while our vendor account was still being established. No payment history. No track record in their system. No credit file.

That risk ran both directions. They handed delivery of incident-critical hardware to a supplier that had not finished onboarding. We extended six figures of open credit, and fronted cash to UK suppliers, much of it same-day, to a customer we had never collected a dollar from.

Most suppliers structurally cannot make the second call — either the balance sheet will not support it, or finance requires a credit application and a two-week review, which would have made same-day delivery impossible regardless of whether the hardware existed anywhere on earth.

THE RESULTS

First request to hardware on site — including a full weekend, and a vendor relationship that did not formally exist yet.

2h 34m
From request to a priced, spec-matched configuration

$500k+
Placed on open terms with no payment history

- **3× the requested storage** delivered against the specification, at no premium
- **Under five days** from first contact to hardware delivered on site
- **Weeks of OEM lead time avoided** on a factory-build specification
- **Converted from not in the vendor system** to a directly onboarded UK supplier, with dedicated project management inside four days

WHERE IT STANDS NOW

The emergency became the foundation. The customer now works with us directly across server, storage and end-user hardware in both their US and UK entities, on standing terms with an established payment history. Emergency, to terms, to standing relationship — roughly a week to establish.

THE BROADER POINT

Ransomware recovery is sold as a detection and response problem. It is also a procurement problem, and almost nobody talks about that half. The organizations most likely to be hit are running end-of-life infrastructure — which makes them exactly the organizations least able to source matching replacements through traditional channels.

Our value isn't the warehouse. It's that we know where the equipment actually is.

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SEND US A SPEC TODAY · WE'LL COME BACK WITH AVAILABILITY & PRICE

"Everybody says they're a trusted partner. This is what it looks like when it gets tested in the first week instead of the tenth year. They bet on a supplier who wasn't in their system yet. We bet six figures on a customer we had never invoiced. Both bets paid."

Tom Cradick
VP of Technology & Innovation, Vibrant Technologies