

CASE STUDY

KB Components Toronto Inc. | Reliable IT Support for Modern Manufacturing

KB Components Toronto Inc. needed high-level technical expertise without the overhead of a full-time internal department. Connectability delivered a "game-changing" partnership, providing responsive local support and on-site assistance that keeps their manufacturing operations running smoothly and uninterrupted.

CLIENT: KB Components Toronto Inc.



INDUSTRY: Plastics Manufacturing / Injection Moulding

LOCATION: Toronto, Ontario, Canada

SERVICES: Injection moulding, polymer components, plastic manufacturing

ABOUT KB COMPONENTS TORONTO INC.

KB Components is a global leader in advanced injection moulding technologies, specializing in material science, design optimization, and complex assembly solutions. With a presence across Asia, Europe, and North America, they utilize state-of-the-art robotics and integrated production technology to deliver cost-efficient, high-precision results. Beyond their technical prowess, KB Components is a "Great Place to Work" certified organization, committed to a strict Code of Conduct that prioritizes environmental protection, work safety, and a culture of continuous development.

THE CHALLENGE KB COMPONENTS FACED

As a highly technical manufacturing entity with complex, robot-integrated operations, KB Components Toronto Inc. faced a unique challenge: they required sophisticated IT oversight to support their modern production setup but did not want the overhead of a full-time, in-house IT department. They needed a partner who could:

Ensure Operational Continuity: Keep specialized injection moulding and robotic systems running without interruption.

Scale with Growth: Provide an IT infrastructure capable of supporting a global manufacturing leader as they expand.

Provide Local Expertise: Offer rapid, on-site technical support to complement their global resources.

THE CONNECTABILITY APPROACH

Connectability stepped in to act as the company's virtual IT department, ensuring their local technology matched the high standards of their global operations. Our approach included:

Localized Response: Prioritizing a local support model to ensure help is always nearby for the Toronto facility.

Operational Continuity: Focusing on proactive measures to ensure manufacturing lines and robotic integrations stay online.

Robust Security & Uptime Protection: Implementing comprehensive security safeguards to ensure their operations stay fully protected against cyber threats, thereby maximizing system uptime and preventing costly disruptions.

Strategic Value: Providing professional-grade technical support that aligns with KB's culture of excellence and efficiency without the cost of full-time internal staff.

THE OUTCOME: A FOUNDATION FOR GROWTH

KB Components Toronto Inc. now operates with the technical confidence required of a global industry leader thanks to:

Uninterrupted Operations: Critical manufacturing and design systems remain online and productive.

Cost-Effective Expertise: Access to professional IT oversight that supports their advanced robotics and material labs.

Rapid On-Site Support: The security of knowing local experts can be at their facility at a moment's notice to resolve physical infrastructure needs.

Total Peace of Mind: A partnership that allows the Toronto team to focus on design optimization and customer experience rather than technical troubleshooting.

Enhanced Cybersecurity & Uptime: Robust security protections implemented across the network, ensuring intellectual property and manufacturing systems stay fully protected.

THE WORD FROM KB COMPONENTS

"As a small business, we don't have the resources for a full-time IT staff, so having Connectability by our side has been a game-changer. Their team provides responsive and professional technical support exactly when we need it, without the overhead."

— **Scott Jones, General Manager, KB Components Toronto Inc.**