



SUCCESS STORY

Star Hydraulics Equips Leading GSE Manufacturer with All-in-One Tow Bar Jack Solution

Star's TBJ reduces complexity and solves installation issues for ground support equipment manufacturer.

A ground support equipment (GSE) manufacturer struggled with complex installations and sourcing pump and cylinder components from multiple vendors. Partnering with Star Hydraulics, an Alkon Corporation brand, they received a tailored solution that simplified installation, reduced leak points, and enhanced overall efficiency.



CLIENT

Ground Support Equipment
Manufacturer

LOCATION

Northeast, USA

FEATURED PRODUCT

Tow Bar Jack



CHALLENGE

The GSE supplier had long relied on a lifting system assembled from separate hydraulic pumps, cylinders, and hoses. Each component came from a different vendor, adding complexity to sourcing, procurement, and installation. This not only increased operational effort but also raised the risk of installation issues and hydraulic leaks.

SOLUTION

Burdened by long installation times and the challenges of managing multiple vendors, the supplier turned to Star Hydraulics and its U.S.-based engineering and manufacturing team. Leveraging experience with similar designs, Star quickly understood the application requirements and partnered with the GSE manufacturer to deliver a tailored, all-in-one solution. The fully integrated Tow Bar Jack (TBJ) combined the pump, cylinder, and reservoir into one simplified unit. It was also customized with features like drain ports to meet the manufacturer's specific needs.

RESULT

Star Hydraulics' TBJ has quickly become a vital solution for the ground support equipment manufacturer. Its compact design and durable construction have cut installation time by nearly 50%. By combining all components into a single unit, the GSE supplier has also significantly reduced the number of parts required, including hardware and hoses. These improvements have boosted operational efficiency and lowered costs related to labor, sourcing, and the reliability challenges of traditional lifting systems.

"Star Hydraulics delivered more than a product; they provided a complete solution shaped by our needs. They listened, adapted, and supported us every step of the way. From customizing features like mounting points to showing up on-site when an issue arose, they were fully invested in our success." – Lead Engineer, Ground Support Equipment Manufacturer.