

Company: J Supply

Industry: Distributor of industrial, electrical and safety products

Locations: Rome, GA, and Anniston, AL

Employees: 35

Website: jsupply.com

Vending Case Study

J Supply Company, a distributor of industrial, electrical and safety products to manufacturers for maintenance, repair and operations, needed a vending solution to meet growing customer demands for better inventory control at the point of use. They also needed a solution to better compete against their largest competitors. "I knew that to stay in the game, you have to offer vending," Sales Team Leader David Woodard says.

"We had tried a larger vending source, which had a larger price tag attached to it. And it was the wrong machine, and the wrong application. It was a nightmare."

Not only was the high price tag a barrier, but they ran into multiple issues with the machines at customer sites. "The vending machine took about three years to finally pay for itself," Woodard says. What's more, the distributor struggled just to keep the machines working. The result: unhappy customers and inefficient op-

erations. J Supply started searching for an alternative.

J Supply was attracted to 1sourcevend solutions for their affordability and ease of use. Starting with safety products, J Supply implemented standard helix coil vending machines at a customer's location, as well as 1sourcevend's proprietary vendor-managed software for real-time inventory control. The distributor has now expanded the use of those vending machines to cutting tools, grinding discs, paint markers and other products.

Benefits

Increased Customer Loyalty: Despite increased competition in their market, J Supply has seen increased customer loyalty thanks to successful vending implementation and maintenance. "1sourcevend's solutions have helped customers appreciate us more because the machines have been so successful for our clients," Woodard says. In particular, Woodard attributed the ability to hold onto one of the company's largest customers to 1sourcevend's vending machines and easy-to-use software.

Increased Accountability: The distributor has been

able to provide accountability at the point of use, reducing shrinkage. “I would recommend it if your customer is looking to regulate how much of an item their employee receives during the week, for example,” Woodard says. At one customer’s location, the distributor set up parameters around several products, including earplugs and safety glasses. “When they had a guy handing them out in the tool room, it was hard for him to keep up with who got a pair of safety glasses. And now we know. We just went in and set up the parameters, and if they needed more, their supervisors are allowed to get anything, any time.”

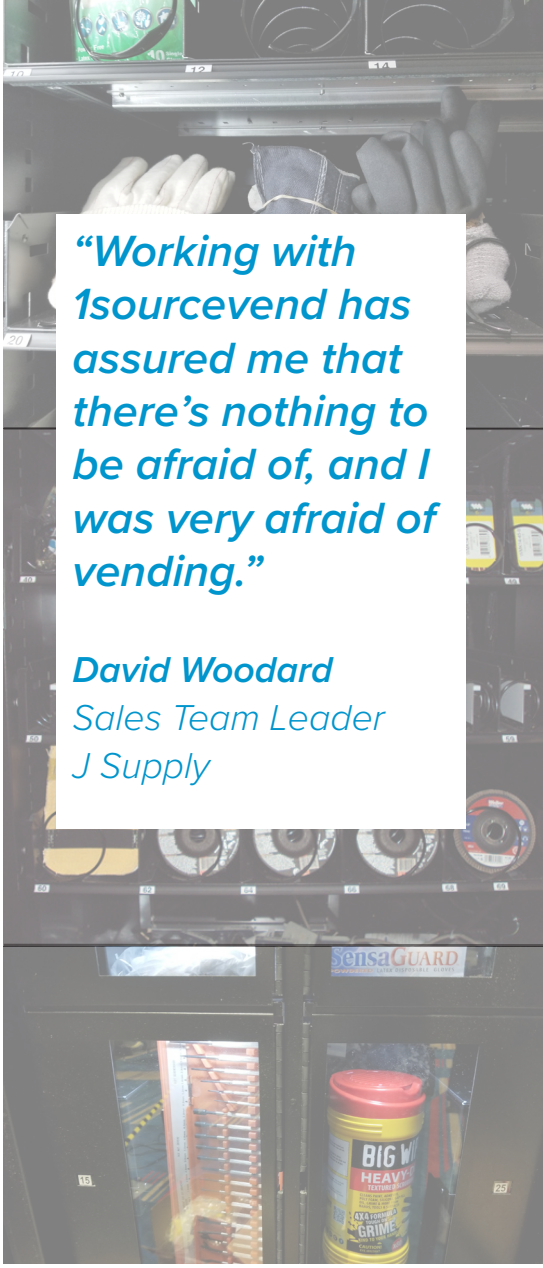
Increased Customer Spend: While J Supply already counted this customer as one of its largest, it has still seen increased spend as a result of the vending machines.

Increased Customer Satisfaction: J Supply’s customers are satisfied with 1sourcevend. Customers benefit from its simple operation, easy maintenance and increased inventory control. “There are no negatives to this machine,” Woodard says. “You can keep up with what’s going in and out of your customer’s location. Customers can manipulate the reports, so they know exactly how much they’re buying and how much they’re using.”

Results

J Supply implemented 1sourcevend’s automated vending manager less than one year ago. The machines have been so successful that they are looking at purchasing several more for additional customers.

Woodard says that anyone considering 1sourcevend solutions should feel confident moving forward. “As an independent distributor that does not focus on vending, working with 1sourcevend has assured me that there’s nothing to be afraid of, and I was very afraid of vending. I believe we could have 10 or 15 machines in the field, and it wouldn’t even be an issue.”



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*David Woodard
Sales Team Leader
J Supply*

About 1sourcevend

1sourcevend was founded by the owner of an industrial distribution business. 1sourcevend’s vending system, which includes powerful but user-friendly inventory control software, is an ideal solution for distributors seeking a simple, flexible and affordable inventory management solution for their customers, and for end-users across industries looking for inventory control.

Learn more and request a demo at 1sourcevend.com.