

**Company:** Lubker Distribution

**Industry:** Fastener Distribution and Logistics Management to OEMs

**Locations:** West Chester, PA

**Employees:** 20

**Website:** lubkerdist.com

**Lubker** DISTRIBUTION

## Vending Case Study

*Lubker Distribution sells total supply solutions to all industries including commercial, industrial, electronics, energy, agricultural, medical devices, telecommunications and transportation. They take pride in their ability to provide professional support in areas including fastener supply, made-to-print sourcing, vendor-reduction initiatives, turnkey managed inventory and contract warehousing and distribution solutions.*

In 2018, an existing customer approached Lubker Distribution to set up a machine with the capability to vend end mills. Lubker Distribution had been working with a company who had begun offering vending solutions, but quickly realized they weren't supporting the service well. That's when their current service provider referred Lubker Distribution to 1sourcevend. Lubker Distribution's General Manager Jeff Laub said of the referral: "It was the best thing that could've happened."

### Solution

Lubker Distribution began working with 1sourcevend in August of 2018. Within two months of implementing the first machine, a customer requested a second machine due to their experience with the vending solution. The combination of good equipment, the state-of-the-art cellular connection, support from 1sourcevend, and Lubker Distribution's operational skills have the company looking to spec out a third machine as soon as the existing machines reach capacity.

Starting with mills, Lubker Distribution 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 drilling and cutting tools. Laub says their customers are so thrilled with their vending machines and support, they continually ask: "Will this vend? Can you put this in the machine?"

## Benefits

### Increased Visibility

The company already boasts operational processes that have ensured they always have stock on hand but reports that 1sourcevend has helped them improve their operational efficiency. The vending solution has given them real-time visibility into item usage and inventory levels on each coil, ultimately helping them make more proactive decisions that serve their customers best. “The software fits seamlessly with our digital operational processes,” Laub says. “We can download an Excel file, paste in a spreadsheet and automatically run an analysis of item replenishment needs. It’s an extension of us.”

### Increased Customer Spend

Lubker Distribution has seen increased spend as a result of the vending machines. This has created a new avenue of growth that could have been lost to the competition. “Over the course of nine months, we’ve seen a dramatic increase in customer spend. We project \$75,000 in additional sales for the first 12 months based on current sales levels, simply because we said we could offer vending,” Laub says.

### Streamlined Sales

Lubker Distribution reports more streamlined sales with the vending solution. Their customers are happy with the simple operation of the vending machines, unique cellular connection, easy maintenance and increased inventory control through the easy-to-use software. “Before you know it, you have a coil worth \$100 each,” Laub says. “There’s no purchase order to fill out and no approval needed. The user simply enters their code and the machine dispenses the item.”

### Customer Supplier Consolidation

The ease of use and flexibility of 1sourcevend’s software and machines have also helped their customers reduce their supply base, making purchasing easier. Both Lubker Distribution and their customers are confident in 1sourcevend’s solution to accurately track inventory usage and honestly report which items are being used.

## 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](https://1sourcevend.com).



*“The software fits seamlessly with our digital operational processes.”*

**Jeff Laub**  
General Manager  
Lubker Distribution

## Results

Lubker Distribution implemented 1sourcevend’s machines and software nine months ago. Since then, the company has seen an increase in inventory visibility and customer spend, as well as more streamlined sales. The machines and software solution have been so successful that they are currently looking at purchasing several more for additional customers. Laub says that anyone considering 1sourcevend solutions should feel confident moving forward. “The machines are modular and the interface is digital. It’s a well-engineered system that’s easy to use. I’ve had zero problems,” Laub said.

Lubker Distribution has technicians that load the machines and check inventory counts, but Laub is the primary point person handling set-up and inventory adjustments for now. The company is training a designated point person to take over that task. “That’s one of the benefits of having such a powerful inventory management software portal, I can download the data quickly and it doesn’t put a drain on my time,” Laub says.