

Company: M&M Sales & Equipment

Industry: Metal Cutting Supplies

Locations: Odessa, Lubbock, Amarillo and Fort Worth, Texas

Employees: 26

Website: mandmsales.net



Vending Case Study

M&M Sales & Equipment had experience working with other vending providers in the past. They attempted to introduce vending to three machine shops and both they and their customers felt it was too complicated and technical, requiring extensive IT support. After the completion of those contracts, they decided to not pursue vending further.

That is, until two existing customers approached the distributor, and each requested a vending solution be implemented or they would need to change vendors. Despite being satisfied with the products and level of service they experienced with M&M Sales & Equipment, they had to abide by the requests from their respective corporate offices. Their businesses required round-the-clock access to inventory and industrial vending was the solution. What's more, finding the right vending solution could result in a closer relationship, benefiting M&M and the customers. One customer said, "If you put a vending solution in, we're going to go ahead and switch all our business to you guys."

It was then that M&M Sales & Equipment VP of Internal Operations Jeremy Kirkpatrick reached out to Brett Canale, Sales and Marketing Manager at 1sourcevend.

Solution

M&M Sales & Equipment began working with 1sourcevend in 2018 with a machine in an Odessa customer location and within a month had a second machine set up at a location in Fort Worth. They chose coil machines and are vending in-demand items such as inserts, tooling, grinding wheels, tool holders, end mills and safety supplies.

Benefits

Easy to Implement

For M&M Sales & Equipment, the fact that 1sourcevend's vending machines and inventory control software were easy to set up and use was a game changer. According to Kirkpatrick, their primary goal is to serve their customers, not sell a product they can't support to the best of their ability. They've seen it firsthand when competitors would place vending machines from other providers. In fact, competitors' failed implemen-

tations would benefit M&M. “We would end up gaining business because the implementation was done so poorly that the customer was not happy with it.”

That’s not to say there that their customers didn’t hesitate at the start. Yet after a brief demonstration, they were surprised at how simple the machines and software were to use: “That’s all we have to do?” Overall, customers are happy with how the vending machines work, according to Kirkpatrick.

Flexible & Configurable

Since placing the machines in the two locations, M&M Sales & Equipment has captured business they weren’t getting before. Initially there was concern over a few safety items being able to vend, but M&M Sales & Equipment was able to send sample items to 1sourcevend, who walked them through a simple step-by-step process to set up the machine to properly vend those items.

In another instance, the customer from the Fort Worth location needed help vending two types of inserts and wanted to designate one part number to both items. M&M Sales & Equipment’s sales representative reached out to 1sourcevend and within 10 minutes had a solution that was exactly what the customer was looking for.

Cost-Effective

1sourcevend offered M&M Sales & Equipment the vending machines at a price point they could justify “without it costing an arm and a leg,” much lower than other providers. That made sense for smaller customers, whose spend may not justify an expensive machine. And that’s attractive to M&M: “I’m getting all of this customer’s business, or I’m keeping a competitor out, at a much lower price point.”

Increased Spend

After their customers experienced the benefits of vending and improved inventory control through 1sourcevend, M&M Sales & Equipment earned additional spend outside of the machines that included machine coolant business, hydraulic oil and lubrication, as well as safety supplies. “We didn’t even talk about this additional business when we put the vending machine



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Jeremy Kirkpatrick

***Vice President of Internal Operations
M&M Sales & Equipment***

in,” Kirkpatrick said. “I think they’re happy with our service. They’re happy with the machine, and it’s led to them buying everything from us.”

Time Savings

M&M Sales & Equipment reports that the customers who are currently using the inventory control solution from 1sourcevend are experiencing significant time savings. Now with improved inventory control, customers experience less downtime waiting for last-minute purchases to arrive and spend less time placing orders.

It’s not just customers who are saving time. “With vending machines from 1sourcevend, we’ve reduced the time we used to spend refilling inventory on the old machines from half a day to just one hour,” said Kirkpatrick.

Results

The machines have been so successful that M&M Sales & Equipment is working to install three more machines.

“I would highly recommend 1sourcevend,” Kirkpatrick said. “We strive to take very good care of our customers. And 1sourcevend lets me take good care of customers that need 24/7 access to inventory and detailed usage reporting.”

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.