

A background image of a large warehouse with high ceilings and rows of industrial shelving units filled with boxes and supplies.

**Company:** Pemko Manufacturing Co

**Industry:** Door Hardware Manufacturer

**Locations:** Memphis, Tennessee & Ventura, California

**Employees:** 257

**Website:** <https://www.assaabloydooraccessories.us/en/>

## Vending Case Study

### Business Need

Pemko was no stranger to industrial vending. In fact, they had a long-standing vending contract with a national brand for about four years. Throughout that time, the company struggled with the system's difficult interface, less than transparent pricing and strict sourcing policy. The problems multiplied when Pemko's maintenance manager and main point of contact for the vending program left the company. At that point, they were left to figure out complicated aspects of the system such as user permissions and restrictions in order to control the use of personal protective equipment (PPE) and other commonly used items at their facility.

Pemko's new maintenance manager reached out to their distributor representative at IMC Supply for solutions to ease their frustrations.

### Solution

Shane Pierotti, Sales Manager at IMC Supply, introduced vending solutions available through 1sourcevend in March of 2019. With the help of their distributor sales representative, Pemko began with three machines in their

Memphis location. They chose coil machines to vend high turn items such as office supplies, tooling, drill bits and safety equipment like safety glasses, gloves, ergonomic wrist supports and other everyday PPE items. They also selected a locker unit to vend larger and more bulky items such as denim aprons, safety vests, coveralls, chemical suits, large containers of lubricants, headphones and protective ear coverings.

### Benefits

#### Flexible

Pemko says one of the best aspects of working with IMC Supply for vending is its flexibility to source a wide array of products. Distributors that work with 1sourcevend can not only sell their own items, but also allow customers to stock products outside their standard offerings. Pemko appreciates the added flexibility as it helps them control inventory that would otherwise get lost. (Example: lubricants that would be stored in various places without inventory tracking, that wouldn't be notified of shortages until completely out. This would have a negative impact on production.)

## Easy to Use

1sourcevend's user-friendly software has allowed Pemko to easily load their machines and update inventory in a pinch, giving them added control. This became vital during the start of the COVID-19 pandemic as they have had to implement stricter visitor access to their facility. In addition, the machines have been so easy to use that employees have reacted favorably to them, too. "It's very easy for employees to just get what they need and go about life," said Pemko's EHS Manager, Todd Long. "It's a lot simpler."

## Cost Savings

Long said it was so easy to set up effective controls on the units and virtually impossible for employees to access restricted items, so there hasn't been significant overuse of inventory. Since implementing 1sourcevend's industrial vending machines in their facility, Pemko estimates year over year cost savings to be in excess of \$50,000.

## Better Inventory Control

Pemko appreciates the improved inventory control they were able to achieve through the vending machines and looks forward to utilizing the equipment further. "It's a great way for us to control supply," Long says. In particular, he values the ability to safely store and track PPE items, rather than leaving them on a shelf, not knowing what items you have on hand. 1sourcevend's inventory control software allows Long real-time access to the current supply of these items in the machines from his computer or mobile phone.

## Results

Long spoke highly of the partnership between IMC Supply and 1sourcevend. "They lived up to everything they said in terms of their service level, sourcing potential and service agreement," Long said. "It's incredible service."

Long mentioned that the experience was much different than the one he had with the other provider. He added that the previous provider was hard to reach and it was difficult to obtain accurate information about the units and inventory. It was also cumbersome to make last minute changes to the items in the machine.

"The experience was night and day compared to our prior vending provider," said Long. "Shane has been very accessible. I can call or text him with questions on the machines or products and he usually provides me with options within hours."

Pemko plans to add 1sourcevend's vending machines in the future, potentially at their Ventura location next.

## About 1sourcevend

1sourcevend was founded by the owner of an industrial distribution business. 1sourcevend's vending solutions, which include powerful, user-friendly inventory control software, are ideal for distributors seeking a simple, flexible and affordable inventory management option for their customers. As Pemko demonstrates, industrial vending solutions solve many inventory issues for end-users across all industries.

Learn more and request a demo at [1sourcevend.com](https://1sourcevend.com).

