

**Application:** Service  
**Industry:** Pet Food  
**Customer Details:** Pet Food Manufacturer,  
Columbus, OH, SIC 2047



**Problem:**

This customer was operating a 24/7 facility and could not get quick enough response working directly with the original equipment manufacturers (OEMs) on a variety of marking and coding equipment.

**Solution:**

PIN Distributor, **Boehm Automation**, was able to offer support of all of the customer's marking and coding equipment with a maintenance agreement for scheduled service visits. Boehm also agreed to stock certain inks at their facility. Because of Boehm's central location, they can respond in less than an hour when this customer needs assistance.

**Key Benefits:**

The local support and quick response time from the PIN distributor resulted in reduced downtime and associated costs. The customer was given direct cell phone numbers for the Boehm technicians giving them direct communication for help when needed. The ink stocking agreement provided quick delivery and reduced freight costs.



...and that's a PIN=WIN!