



## Advantage Customer Testimonial Manufacturer Engineer – Mattress Manufacturer

### **“Advantage Industrial’s expertise and support help us rests easy during major coiling system redesign”**

“We have been in business for 175 years making mattresses that are the state-of-the-art in terms of sleep technology systems. Currently we have 18 manufacturing plants in the U.S. and Puerto Rico, along with 23 licensees and sub-licensees around the world.

I’ve been with the company for four-and-a-half years. A few months after I arrived, I was given the job of managing the redesign of our 1950’s- era mattress coiling machine. You needed a wrench and screwdriver to change the coil settings, and the process could take a half hour or more each time you wanted to change settings on the machine. Do that a few times a day on ten to twenty machines each, and you’re losing a ton of productivity, time and money.

I built a new system as a prototype and ended up scrapping it. Then I started looking for the kind of servo and computer-controlled motors I needed to get the job done right. That’s when we hooked up with AIA, and that’s the problem AIA is solving for us. Over the past three years, AIA has done exactly what we’ve needed to help us create, maintain and improve our operations.

With the new coiling machine created with Advantage, change over time that used to take 30 to 40 minutes is, now in some cases, literally the push of a button. And, not only have we eliminated that downtime, but we are also producing more accurate, more consistent product, which reduces our materials waste. Those are some of the benefits we could have forecasted, but there have been unintended ones as well.

With our new setup, we are able to look at ways to reduce the material in each coil slightly without sacrificing any quality. On a single coil that is not a lot, but when you add it all up the numbers become significant- we hadn’t expected that. If we’re able to do it, we’ll easily see a breakeven on each new machine in less than a year.

Because of the way they are setup, Advantage can provide services that others just can’t. A while back, I bought a servo system from another supplier and the sales engineer didn’t know enough about it and couldn’t take the time to work out the bugs or do any training. I was forced to get the manufacturer’s rep involved in the process, but their idea of troubleshooting was taking shots in the dark.

With my AIA Engineer it was different; he came over and actually wrote some code that got it started the first time – which I’d never seen happen before. He literally saved me three or four days of work.

***AIA’s our exclusive supplier now because their product knowledge is superior to anyone else who we’ve talked to.*** Like most, we are forced to do more with less these days and functions that used to be in house (like engineering support) are now outsourced. I don’t need vendors, I need extensions of my department and that’s what Advantage is for me. You know, I really can’t stress too much how important Advantage’s engineering back-up is to us.