



## Advantage Customer Testimonial Chief Engineer – Plastic Packaging

### “We think of Advantage Industrial Automation as our Answer Men”

“Our Corporation, headquartered in Jonesboro, Georgia, specializes in the manufacture of polybagging and tray packaging systems and, through its sister companies, offers comprehensive packaging solutions.

I’ve worked with Advantage Industrial Automation for six years, since shortly after I arrived here. That covers two complete machines now in production, as well as some weighing equipment, a bagger, and a few others, including a pouch machine now in development that runs pre-made stand-up pouches.

By now, I’ve teamed with them on enough projects to know that they always have an answer, or know where to obtain one, for any applications problem I have. I’ll put that in perspective. We don’t have a large engineering staff here, so it’s usually up to me to handle the ordering, installation, field testing and operations of major equipment for our production. If something goes wrong, I have to find a way to make it right, and while I pride myself on being a problem-solver, there are times when I don’t have an answer.

The machines we order from them tend to be very complicated and very advanced in technology, so if I can’t figure out why something doesn’t work or don’t have the time to implement a fix I can rely on them unfailingly. They have the technical know-how and the experience to make things work right. The next best thing to knowing the answer to a question is knowing where to find the answer, and in most cases it’s as simple as knowing AIA’s number.

Now, we buy some products from other vendors, and the products are very good. But if I need support from them, their idea of support is to refer me to the manufacturer. They’re not an applications solutions company- AIA is.

Solutions aren’t always everything they’re cracked up to be. AIA’s solutions make products do what I need them to do. That’s not usually true with other vendors. My latest project with them is a machine controller with six Servos on it. I shopped AIA and two other vendors before I bought. At least one of AIA’s competitors had product solutions and manufacturer’s support that would have been as good as AIA’s. But it’s on the local level that AIA really separates itself from the pack. I knew they could push me in the right direction if I got stuck on anything.

AIA can do more than identify the solution: their front-line guys are experts at doing programming and controls themselves if they need to. ***Our relationship with AIA is collaborative and team-oriented. They’re good listeners, and they don’t stop listening after they’ve sold you equipment.***



## **Advantage Customer Testimonial** **Chief Engineer – Plastic Packaging** *continued*

There's no high pressure either to steer us towards a particular product line – and I have to think they sometimes get pressure from the manufacturers to influence our choices. Their best recommendation might be contrary to what the manufacturer wanted. So, I can feel like I'm in control, free to take or leave their suggestions.

I'm never in the dark with them, either. I'm kept informed about when my order is coming in or when I can expect an answer from the factory if I have an equipment problem. AIA doesn't let things drop, so I don't have to call them a second time. And when they quote a time frame for a delivery to be made, they're never off.

One time, I had to get a replacement for a processor going out of production. AIA told me a year and a half ahead of when production was going to end, and during that time they regularly reminded me about it and asked about what migration path we wanted to travel to the new replacement unit. When the unexpected happens, they respond in a timely fashion.

Before the multi-Servo project began, I was looking for quicker, more controlled and smoother operations in going from pneumatic to electronic controls. That's what we've gotten.

The benefits are already happening. Downtime is cut because there's less wear and tear involved in decelerating loads. The equipment is safer and more energy efficient. We'll save money and raw materials because of fewer breakdowns and greater productivity

AIA knows its products, how to service them, and how to service their clients. I couldn't ask for anything more."