

# Vending Solutions Case Study: Elliott Tool Technologies



*“The MSC vending machine is so easy to operate – and refilling it is even easier because it’s programmed to automatically place reorders so that we never experience tool outages. We also know our dispenser will always hold the same great brands.”*

*—Shawn Thirtyacre, Supply Chain Manager*



(left) Andy Trimbach, local MSC Outside Sales Associate for Elliott Tool Technologies, and Shawn Thirtyacre, Elliott’s Supply Chain Manager, discuss how MSC’s vending solution has “assumed” everyday responsibility for the tube product producer’s tool-management activities. As a result, Thirtyacre can now concentrate on other urgent shop and corporate duties.

## Company Overview

For 120 years, Elliott Tool Technologies (Dayton, Ohio) has been a world leader in heat-exchanger and water-tube boiler parts, including tube and pipe cleaners, tube testers, tube plugs, and tube removal and installation products.

## Challenges

- Major brand inconsistency (former supplier loaded dispenser with whatever they had in stock at the time) resulting in extra effort and cost to maintain part uniformity
- A reliable external resource to assume tool-management ownership
- Coil-type units caused breakage & needed constant repackaging
- Shop crew measured 100% by on-time delivery - no room for tool outages or quality variances

## The MSC CAP Vending Solution

- Installation and implementation of MSC’s vending solution quickly earned Shawn’s trust to manage Elliott’s tooling inventory
- Little training required – unit up and running as soon as tooling loaded
- Tool replenishment easy – programmed to automatically place orders
- Vending units provide drawers and cabinets for easy storage and access

## Key Business Results

- Reduced time and cost related to producing uniform parts as vending unit assures brand consistency
- Supply Chain Manager no longer needs to manage tooling inventory – MSC does so – which has made his job far easier on all levels
- Eliminated costly tool replacement and repackaging costs
- Tool outages have been eliminated due to automatic tool replenishment. MSC has become Elliott’s top vending and tooling supplier.
- Receive more precise tool matches to the materials machined
- Significantly increased productivity throughout the facility due to:
  - Elliott crew is extremely happy with the MSC unit (especially the large touch screen and favorites button). “A happy team is a productive team,” says Thirtyacre.
  - Ideal placement of the vending unit so workers spend less travel time to get the tools they need
- MSC also provides Elliott with genuine metalcutting expertise. Recently, Elliott’s local MSC rep worked closely with their machinists to determine the ideal boring bar for a few intricate in-process parts. The rep’s effort and thorough machining knowledge not only improved cycle times, but also enabled Shawn to concentrate on more urgent company matters.

For more info, call:

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