



# CASE STUDY

Finding Gold in Aging Machinery: How Software InsITE helped a West Michigan manufacturer recover 33% of line revenue in just a few weeks.

## ABOUT SOFTWARE INSITE

Software InsITE delivers manufacturers and distributors flexible, integrated solutions that maximize productivity from the front office to the shop floor and beyond. It specializes in automation and supply chain optimization.

## CHALLENGE

The production of this West Michigan manufacturer depends on three 5-axis CNC grinding machines, of which there are only 21 in the world. When one of them went down, 33% of its production was halted. The machine was down for 10 weeks, which was responsible for creating 600 dies annually that are critical to their aerospace customers. This resulted in \$120,000 in missed revenue.

01

The 3 CNC grinding machines are each responsible for 1/3 of the company's total production, so when it went offline, not only did they need to find someone specialized who can fix the machine, but they also needed it immediately.

02

Costs to repair or replace this machine were estimated to be in the millions of dollars, and that does not include the cost of missed revenue that they would incur while the machine was being repaired or replaced.

03

This machine is so custom that only a few people in the world outside of the creator have knowledge of how it works and how it can be fixed.

04

Running out of resources, the company used LinkedIn to see if anyone within their network could take a look at their machine. This is when Software InsITE became connected with the organization and this project.



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## SOLUTION

After this manufacturer contacted Software InsITe, we were able to reverse engineer the machine, and while doing so, we found a major issue with a malfunctioning communications component. A machine that needed to run 20,000 lines of G-code was running fewer than 200 lines. What was a problem for more than 10 weeks was solved in a fraction of that time and the organization is now back at full capacity.

## RESULTS

01

### Software InsITe helped the organization recover 33% of line revenue in just a few weeks

Prior to working with Software InsITe, the machine was offline for 10 weeks. After we got to work, the machine responsible for 33% of production was restored to full capacity in just a few weeks.

02

### Additional Projects

With Software InsITe as a managed service provider, this particular West Michigan manufacturer can confidently move forward with additional projects knowing they have a team of experts who can help them stay online with their current machines, and move towards automation on their other processes.



**33%**  
in Revenue Recovered

The organization saw their machines come back online after 10 weeks of being out of commission.

## IMPACT

01

### 600 dies produced annually

Instead of spending on costly repairs or replacements, the company was able to bring back their offline machine to full production.

02

### Quicker Repair and Support

The whole process significantly minimized the machine downtime and reduced the resources that could have been required.

03

### Revenue Recovery

The organization was able to bring back 33% of their production once their machine was back up and running.

04

### Reduced Downtime

After 10 weeks of the machine going offline, resulting in \$120,000 in missed revenue, the West Michigan company now has a provider in Software InsITe that can get them back online in a fraction of the time.

05

### New Projects

Now, the organization has the ability to work on projects that can move the company forward, like automation, instead of spending large amounts of time troubleshooting their machines.