

Tompkins Industries Case Study

Tompkins Industries spans more than four decades and is a company that places customer service as a primary goal. From a meager beginning in J.L. Tompkins' garage in 1967, Tompkins Industries have grown to be a major supplier of hydraulic adapters and related products. As an ISO Certified Company, customers trust Tompkins products to meet or exceed industry standards. Customer benefits remain at the core of any decision as Tompkins continues to grow and plan for the future. In 2011, following a merger with Can-Am Hydraulic Products, Ltd., Tompkins expanded into Canada, doing business as Tompkins Canada. Tompkins services customers and manufacturers from 12 locations.

Tompkins came to ActionTrak with a desire to automate the daily count and fill operations they provide for manufacturing lines, often requiring reps to manually count, create orders and process those orders for all the parts used the day before. In a "Just in time" environment, real-time part fulfillment is critical.

By implementing ActionTrak solutions, Tompkins has been able to reduce man hours by up to 40 hours per week per location. Tompkins has used ActionTrak since before March 2012, has processed on average 60+ orders per day, and attributes the time savings not only to the performance of

ActionTrak, but to the pure simplicity of the software. Tompkins has also rated the Implementation, Training and Support provided by ActionTrak a perfect 10 out of 10.

ActionTrak leveraged the power of smartphones and bar-code scanners to create orders per location. Then ActionTrak combined that with the power of ActionTrak Link, a micro EDI, to transmit all orders from the facility in real-time to the designated Tompkins warehouse for processing. Finally, ActionTrak created custom integration into Tompkins ERP in order to automatically submit all approved orders to further expedite the ordering process and eliminate human error.



We have been using ActionTrak Remote ordering solution for over 2 years. It has been extremely easy to learn and use, the support has been a 10 out of 10, and the solution continues to save us around 40 hours a week! We have been so pleased with ActionTrak that we are now working on a plan to roll it out to all remaining locations.

Jeff Hegwood

Branch Manager at Tompkins Industries, Inc.

As a result of the disruptive pricing model of ActionTrak, Tompkins was able to break-even in less than 4 months, just on time savings alone. The current ROI estimate is 388% in just over one year.

To see how ActionTrak can save you time and money while at the same time increase productivity, call today! Contact Mike.Rich@ActionTrak.com or (801) 360-7700