


### SERVICE MACHINE

[Read Full Case Study](#)




#### The Client

Service Machine Co., Inc. offers a versatile selection of CNC equipment that allows for the machining of a variety of components ranging from small lot & high-volume production parts to prototyping. Additionally, the company uses manual ProtoTRAK milling machines that can cost-effectively make fixtures, prototype and repair parts. The company has enjoyed a 40-year track record of consistently meeting and exceeding their customer's standards for both quality and on-time delivery.



#### The Problem

"We were using history of like-parts, and on newer items, our supervisors were using their experience to come up with cycle times," said Mark Kneller, Service Machine President. "Sometimes, we'd program the machine ourselves to come up with a time. The result was a time-consuming process that featured a lot of guesswork, so we found ourselves under and over estimating jobs. That cost us jobs we could have won but lost because we were quoting too high, as well as taking on jobs that we under priced. Something had to change." Service Machine needed a solution that would not only increase the accuracy of their quotes, but also greatly improve the speed with which they were delivered.



#### The Solution

Service Machine Company, Inc. employed Costimator in June of 2011 and has noticed significant improvements in the day-to-day operations, including Benefiting from cost models that provide consistent, timely, more accurate quotes as well as improved estimating cycle times, the ability to quote more complex jobs that were previously too time-consuming to realistically undertake, An improved ability to store, track and reference previously estimated parts into an easily searchable system, and much more." Costimator helped us out a lot when our previous estimators had left. It allowed us to not only improve our own internal processes, but allowed us to begin estimating more complex parts and components that previously took up too much time to do," remarked Kneller. "Without a program like Costimator, our process would be that much more time-consuming and error prone."