MachMotion promises its customers speed, simplicity, and support. TeamSupport helps them deliver.

Keeping American Manufacturing Moving

MachMotion, a family-owned industrial automation company founded in 2008, helps manufacturers bridge the workforce gap by simplifying CNC (computer numerical control) to keep American manufacturing thriving. The company is filled with people genuinely excited about working with customers to reduce the training and experience necessary to run their CNC machine tools. It specializes in developing controls and retrofitting solutions for manufacturing machines; saving older machines that may no longer have support and retrofitting software on machines to give them new life.

MachMotion supports more than 1,500 companies globally—like Ford, DuPont, and NASA—with multiple products. And they do it all from one location in Central Missouri and with two support staff.

In 2018 the company reevaluated of all the company's software, and it was determined that TeamSupport was still the best solution for enabling the company keep its promises to deliver speed, simplicity, and support.

The Business Challenge

MachMotion strives for excellent customer support. It is reflected in its core value, Go the Extra Mile, striving to always exceed expectations and with a dedication to serve. It's working! The company is well-known for its amazing B2B customer support. It is also proud to offer support and diagnostic services at no additional charge and without all of the fees common to the industrial automation and CNC industries.

"MachMotion's support is second to none and we are always able to talk to someone on the phone when we need them," says MachMotion customer, Leith Whitley, owner of T&S Machines & Tools.

TeamSupport provides the tools to allow MachMotion to deliver the customer experience it promises and get its customers up and running quickly and efficiently. A specific example is with response times and time to resolution by offering initial responses to tickets within four hours.

> " *"During the 2020 COVID-19 crisis, MachMotion was considered an essential business and kept oper- ating. Our agents worked remote and were still able to seamlessly service our customers and help them continue to manufacture products that were important to people during this critical time."* - AARON GREATHOUSE, Customer Service Manager

It's All About The Results

Since implementing TeamSupport, MachMotion is experiencing seamless communications between departments, increased efficiencies in support operations, and empowered employees at every level in the company.

Seamless communications between departments	Technicians empowered to uncover **sales opportunities**	Easy analysis of **key metrics**	**More efficient** support staff	**Robust Knowledge Base** enables faster employee onboarding

Words of Advice From MachMotion

"When you are investigating customer support software providers, make sure they offer the tools that enable you to achieve the standards you uphold for your B2B customers. For example, TeamSupport's customer support for us is similar to the support we offer to our B2B customers.

"Ask for specific demonstrations of the solution's customization capabilities. You want the ability to make the solution your own, specific to the support and services you provide to your customers and what you want to measure.

"Make sure the system you are considering is dynamic, flexible, and will scale as your business grows."

TeamSupport

Award Winning Solution

See It In Action