

CASE STUDY

Enhancing Efficiency at Robertson Electrical and Mechanical Inc. (REM) with the Spring Point Suite



CUSTOMER NAME

ROBERTSON ELECTRICAL AND MECHANICAL, INC. (REM)

LOCATION

2320 Industrial Park Road
Van Buren, AR 72956

CUSTOMER BACKGROUND

Robertson Electrical & Mechanical, Inc. (REM) is a family-owned electric motor repair and sales company based in Van Buren, Arkansas, with strong connections to the food processing industry and OEMs. In September 2015, REM expanded its reach by acquiring Allied Electrical & Power, Inc.

Founded in 1972 as a motor repair shop, REM has steadily evolved into one of the region's most comprehensive electromechanical sales and service providers.

As customer needs have grown, so have REM's capabilities. Despite their growth, they remain dedicated to personalized, one-on-one customer service—no matter the size of the client. Trusted by both local businesses and global corporations, REM consistently delivers products and services that meet high standards of quality and performance.

Their facility includes a full-service machine and modification shop, enabling them to offer a wide range of services under one roof—something not commonly found in a single location. REM also stands out as the area's only metric motor specialist, with the inventory and expertise to support both replacement and OEM requirements.



REM
Van Buren, AR

THE CHALLENGE

- Reliant with outdated, cumbersome software that hinders efficiency
- Challenging and limited reporting capabilities
- Lost productivity
- Difficulty accessing essential information
- Inefficient and time-consuming job and inventory tracking

THE SOLUTION

A new software platform that integrates various aspects of industrial apparatus sales and service into a comprehensive system, specifically tailored for the industry.



Increase Efficiency



Increase Quality



Increase Productivity



Increase Capacity



Increase Profitability

THE BENEFIT

“Our previous software was very outdated and difficult to use, we found that Spring Point’s software is the perfect fit for us.

The ability to customize reports and run those reports anytime has helped us tremendously. We can do daily spot checks on fast moving inventory items and keep sales moving much better than before.

I keep saying the same thing here but it’s the reporting. As a manager you can only react to what you have information on and having the ability to target specific things within the system and see daily reports on those things is a major step forward.”

ROI

“Saving office personnel time, improving job and inventory tracking, and enabling much easier identification of inefficiencies allowed the software to pay for itself within a quick 2-3 year time-frame.”



~Dwight Hopkins, Sales Manager
Robertson Electrical and Mechanical, Inc. (REM)