

CASE STUDY

Breaking the Mold

CLIENT

Progressive Components



Most of us don't often think about it. Some NEVER think about it.

But, the fact is, from the moment you wake up and take a look at the time on your phone to the moment you slip your glasses into their case and drift off to sleep, you are depending on manufactured products to get you through the day.

Many of these products are wholly or largely produced through a method called injection molding. In this procedure, a specific material is heated and injected into a mold, where it then cools and hardens into the shape of the hollow area in that mold.

Fascinating, huh?

Think of it – your toothbrush, your car, your computer – pretty much everything is created by employing this practice in some fashion. For your day to run like a well-oiled machine, you need the machines that make this process possible to, well, run like a well-oiled machine.

Progressive Components, one of our clients and some of our friends, is the only American owned, independently operated developer and distributor of componentry and software for the injection mold industry.

They handle **IT ALL** when it comes to these components and software. From self-professed humble beginnings, they are now offering Version 11 of their catalog which includes the widest scope of offerings in the company's history; over 8,000 unique SKUs for their products!

With so many different SKUs, there comes the challenge of ensuring that when the sales team or distribution partner makes a sale, the correct entities are compensated.

In his 19 years at Progressive Components, Danny Clemenson has seen a lot of change and growth. Their three-person IT department keeps things running for 60 employees. You can imagine they have their hands full in such a tech-heavy industry.

After three years of using Commission Plan from EthoTech, their team has saved countless hours tracking, calculating and paying commissions for their sales team.

The payment is made easier because the commissions feed directly into Accounts Payable and checks are cut from there.

Danny feels confident that the commissions are correct, the salespeople and distributors are trusting and happy, and, in turn, there are fewer questions. There's more time in the day to handle their ever-growing and certain-to-continue-growing company with that level of accuracy and customer service.

Danny has been equally impressed with EthoTech's customer service. Anytime there has been a question or concern, he has received great support and any issues have been resolved. Sounds solid to us, especially because Danny reminded us they "don't want any squeaky wheels..."

And that takes us back to the whole well-oiled machine. The circle of life, or at least the circle of injection molding.

So, next time you're using a product and happen to think about the tools and effort that went in to creating it, just know Progressive Components can take care of manufacturing it most likely. And, with a partner like EthoTech, getting the basics of timely production and customer service right are really what "breaks the mold".

See what we did there?

