

# FROMM SUPPORTS PEIFFER MACHINE SERVICES PROJECT FROM APPLICATION TO DEPLOYMENT



“I know I could not have gotten this kind of assistance from another supplier. Fromm made my job easier. I feel like they’ve become a part of my team.”

-Jon Johnson

R&D Engineering Manager

Peiffer Machine Services

Peiffer Machine Services has been providing machine tool repair, rebuilding, CNC retrofit, and custom machine building to customers in Pennsylvania and New Jersey since 1956. It prides itself on its reputation as “the one to call” when machine tools need help.

## PROBLEM

When Peiffer Machine needed to renew its Rockwell Automation Toolkit support agreement, it turned to Fromm for help. While working with Fromm’s industrial team, Peiffer’s R&D Engineering Manager, Jon Johnson, realized Fromm’s team could be a valuable resource—Peiffer was custom building a machine for one of its customers and needed information and guidance on the application of Rockwell Automation’s 5370 CompactLogix PLCs, Sensaguards, safety relays, and light curtains.

## SOLUTION

Several members of Fromm’s industrial team made multiple onsite visits to Peiffer Machine. During these visits, they assessed the project, then walked Jon through choosing and applying Rockwell products, answering any questions he or his team had concerning which products to use and why they would be best suited to the project. When Fromm’s team wasn’t onsite, they were available through phone calls and emails for continued support throughout the entire product journey.

## RESULT

By working with Fromm, Peiffer Machine’s end product met project specifications and did so within budget. Fromm’s industrial team worked side by side with Peiffer Machine to deliver an end product that pleased the customer and set them up to offer informed service support to their customer well into the future.



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