

TECHNICAL NEWS

Rise To The Challenge



Many of our customers are machine builders for the food, beverage, and medical industries. At the beginning of COVID-19, the Department of Homeland Security quickly realized and implemented procedures on the essential critical infrastructure workforce, allowing operations to keep going. These procedures, in turn, affected IIS with expectations of business as per usual for continued operations. Supporting our customers worldwide allowed their machines to continue production lines with critical high-quality OEM spare parts, along with field service assistance and technical calls for quick response to assist with our motion control technology.



In these trying times with a pandemic, strong B2B relationships help us get through it. IIS has been an essential business during this period, with half our company working at home and one-half taking care of procurement, manufacturing, and shipping. Good customer relationships are our priority, and we have been able to



maintain them, and this is what we have realized.

In building a relationship structure for a business-to-business connection, one must realize a common goal to benefit both parties. The goal is an outcome for both parties to strive to bring success. Before the relationship can start, all departments in both organizations have needs that both sides must recognize. Strong capabilities on both sides are needed.

IIS customers buy products and services backed by forty years of experience in engineering, design, manufacturing, and testing in the automation control industry. IIS works with the customer to understand the goal of their plan to recommend the parts for a system guaranteed to perform as expected. The relationship continues with

strong support installing hardware and commissioning software for the system's operation. All system startups require a concrete effort to complete the project, and IIS's support team is ready if needed. IIS hardware and software products are designed and manufactured at IIS headquarters, along with help from companies in the local community, taking advantage of their manufacturing expertise. System integration is also one of our strengths we use to incorporate various products from around the globe, offering the best combinations to accomplish our customer's goals.

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Call us today at (585) 924-9181 to discuss how we can help with your application needs

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INDUSTRIAL INDEXING SYSTEMS, INC

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The IIS Team



Discover how our advanced motion control components and superior support can redefine your operations. Let's embark on a journey to operational excellence. Ready to elevate the efficiency, consistency, and repeatability in your operations? Call us today at (585)924-9181 to discuss your application.

Headquarters in Victor NY



Our location houses all critical departments: Applications Engineering, R&D, Production, Warehouse, Panel Shop, Quality Control, Sales, Marketing, and Customer Support. Having everything under one roof speeds communications and provides better service to our customers.

Check out our IIS InMotion Blog for the Servo Motion Control Professional ~ <https://www.iis-servo.com/blog/>



If you're interested in becoming a **Sales Representative** for Industrial Indexing Systems, where you'll play a crucial role in boosting brand recognition and nurturing client connections, contact our offices: (585) 924-9181 ~ Email: sales@iis-servo.com

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