

Case Study - Actirox

Details

Industry: Industrial Manufacturing

VSM Product: VSM Actirox (AK890Y)

Workpiece Material: Alloys - Inconel 100 Torque Bars

Belt Size: 2" x 132"

AK890Y

Challenge

The client was not unhappy with the performance of the competitors product, however, purchasing and supervisors were frustrated with the competitor's lack of customer service. Overall the client felt unsupported.

Solution

Due to the lack of support, the client was open to working with another company that aligned with their needs better. Thanks to VSM's small company size and feel, we were confident we could provide the personal experience and dedication the client needed.

Additionally, after testing VSM's Actirox against the competitor's, Actirox proved to have no shedding, minimal dust left behind and ground more parts per belt. At this point, the client knew VSM could provide better support and a superior product.

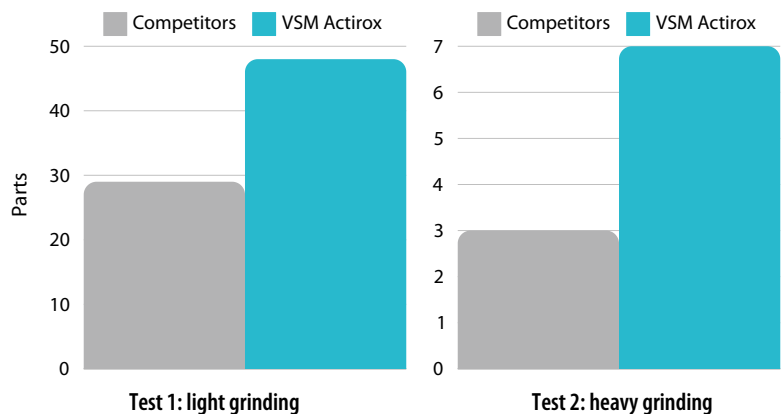


Maximum stock removal and faster cut thanks to Actirox's geometrically shaped grain

Result

- **Better support:** dedicated customer service team centrally located in the USA and easy access to salesman and technical support.
- **Supervisor satisfaction:** multiple touch points and fast response time from VSM.
- **Minimal dust:** less clean up thanks to Actirox's top size and size coat.
- **More parts/gates per belt:**
 - Test 1 (light grinding):
 - VSM 48 parts
 - Competitor 29 parts
 - Test 2 (heavy grinding):
 - VSM 7 parts
 - Competitor 3 parts
- **Cost savings:** 30% thanks to the lifetime of the product.

VSM Actirox outperformed leading competitor
64% increase in light grinding | 133% increase in heavy grinding



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