

COMPANY PROFILE

JAM Works LLC, launched in 2007, provides PLC programming, robotic systems integration and robotics programming services to manufacturers throughout Pennsylvania. The company also does custom manufacturing machine design and fabrication to meet the specific and unique needs of its customers. It specializes in building customized machinery for the food, pharmaceutical and chemical industries. JAM Works LLC is an authorized Fanuc Robotics distributor, complete systems integrator and custom fabrication facility for material handling and pick, pack and palletize applications. The company is rapidly growing, and in 2014 had 10 professionals on its team, along with administrative, back-office and customer support personnel.

SITUATION

JAM Works LLC wanted to expand its marketing reach, attract new customers and increase its overall business. The company was in need of expert support for these efforts. As a beginning step, the company wanted an in-depth assessment of its current website and broadband usage so that they can leverage new technologies to better support core marketing efforts and increase their business. The company turned to the Northeastern Pennsylvania Industrial Resource Center (NEPIRC), a NIST MEP affiliate, for assistance.

SOLUTION

NEPIRC worked with an affiliated third-party provider and its team of internal experts to provide JAM Works with a comprehensive report detailing their current website usages and recommendations for upgrades. Recommendations for improving site performance such as visibility and reach, home page improvement, site navigation, and client accessibility were included in the assessment report. As a result, the company now has a better understanding of their website and what needs to be done to better serve current clients, attract new clients and increase their business. They are beginning to implement the recommendations and are already seeing quantifiable results and a solid return on their investment.

RESULTS // Created 4 new jobs, Cost savings of \$5000.

TESTIMONIAL

“NEPIRC has always been there with answers when we had questions related to our business. I value their services and personal touch.”

- John Mele, President/CEO
Jam Works, LLC, Mayfield, Pennsylvania

