



## Customer Success Story: Umbarger Show Feeds



Located in central Indiana, Umbarger Show Feeds is a fourth-generation family owned and operated business of 82 years that specializes in Show Feeds formulated by Showmen for Showmen. Their business is focused on providing the highest quality products and service so that show animals such as cattle, swine, goats and lambs receive proper nutrition and achieve winning results.

Umbarger products help many youths raise and exhibit winning animals at their local fairs, shows and jackpot shows. Their products produce winning results so often that they created the “Winners Jacket Program.” Any grand champion who fed their show animals feed from Umbarger receives a jacket with their name, title, year and show location embroidered on it.

- *Improved Employee Efficiency*
- *Better Quality Control*
- *Improved Accuracy*
- *Traceability*
- *Enhanced Visibility*
- *Increased Flexibility*
- *A Valued Partnership*



As a key industry leader, Umbarger Show Feeds is always looking to manufacture new products to fill the needs of their customers and the Show Feed industry. As Umbarger Show Feeds continued to grow their business over the years, they also outgrew their manufacturing plant.

This led to the decision to build a new plant that could better support their business and produce more quality and value for their customers. In designing their new plant, Umbarger decided to implement automation technology to support their commitment to their customers in the industry. After researching and speaking with various automated control system providers, Umbarger Show Feeds decided to partner with Repete Corporation because of their proven solutions, service capabilities and multi-generation family ownership.

**Jackson Umbarger**, co-owner of Umbarger Show Feeds, shared their experience with Repete and how it has benefited Umbarger and their customers.

At the previous mill, none of their processes included automation so Jackson says he wasn't entirely sure what full automation entailed.

***"I really didn't understand what we were getting into and didn't understand what fully automated meant. I thought I did, but I underestimated it by leaps and bounds. Luckily we chose Repete and they were able to guide us and make the process very easy for us."***

Now that the plant is fully automated, Jackson outlines key advantages they've experienced since implementing Repete solutions including improved employee efficiency, better quality control, higher accuracy, traceability, visibility, and flexibility - ultimately leading to a better product.

## Improved Employee Efficiency and Better Quality Control

Prior to implementing Repete solutions, Umbarger Show Feeds was extremely labor intensive. Since implementing Repete automation, repetitive manual labor requirements have been reduced, allowing the team to focus on other activities such as quality control. Jackson talked about how previously one employee used to spend his workday batching all the feed manually.



***"Now that employee is still batching using Repete but is also able to work on quality control because he's not manually batching. He's able to inspect products and set time frames and mixing times and dump times using the Repete system. He puts a recipe into the system and gets it started but then he goes over and hones the product and makes it better and better every time... Now we're able to take our labor and continually build on our quality control, versus just doing physical labor."***

## Improved Accuracy

Improved accuracy is another major benefit Umbarger Show Feeds has experienced since implementing Repete. The Repete system has helped improve inventory control and reduce ingredient shrinkage.

*“Many of our products have to be very gently mixed. We don’t want to mix too fast or too slow. All of the mixing was previously done by hand, so now [with Repete] our quality control is exact. Every batch of feed is mixed in the exact same amount of time per product and our accuracy is so much better. We had significant lost inventory before Repete.”*

## Traceability

Jackson said the traceability provided by Repete is key so that they don’t make the same mistake twice and can continue advancing their processes. Having complete traceability has made a significant difference for Umbarger Show Feeds.

*“When we do have a problem, we can trace what the problem was, when it happened, and what the mistake was, so that we can fix it. Before, it was difficult to trace and track so we had limited documentation. Repete gives us all that.”*



## Enhanced Visibility

With this traceability also comes complete visibility. Jackson explained how they can detect and solve a problem much quicker now because of the visibility Repete provides. They’re now able to identify a problem on screen right away, rather than search the plant and check all the equipment settings to discover what’s causing the problem.

*“All of our operations are visible from the whole mill. That’s what I love. I can be anywhere in the mill and be watching anything.”*

## Increased Flexibility

Jackson also talked about the flexibility they've gained since implementing Repete. The team had no previous experience with automation and Jackson stated they all adapted to it very quickly. Now that they've learned how to use the system, employees can work in various process areas whether it be flaking, batching, pelleting, etc. because the system is already programmed with the steps needed to create the product.

*“Previously, we would have had to train someone from ground up [in their specific process areas.] Now we just have to teach them Repete.”*

## The Partnership

Throughout the conversation, Jackson emphasized that the partnership with Repete, especially the service, communication, and people has been the best and most valuable part of the entire process for them.

*“We had a good experience with Repete prior to selecting them, but really the best part of Repete has been from the soft-start until now. The start-up team that they sent out was spectacular. From the time the start-up team left until now, I bet we haven't called Repete even 15 times - which to me is a testament of Repete solutions.”*

*The implementation of Repete automation far exceeded our expectations. The service side of it has been really good. The guys are very thorough, and they follow up very quick and get the problem fixed in a very timely manner. That's key to me. Now we're a partnership for years and I'm very happy we made the partnership.*

*Repete's system has exceeded our expectations tremendously. I really felt like Repete ended up being one of our best purchases we made... I would personally recommend Repete to anybody.”*

