

IMS GROUP USA COMPANY PROFILE



COMPANY OVERVIEW

Innovative Machinery Solutions (IMS) Group USA is a premier provider of packaging equipment, machinery, and state-of-the-art automation systems for various industries. Our unique approach cultivates a dynamic relationship where customer input guides us in crafting the ideal solution. IMS employs a nationwide network of skilled technicians and engineers who specialize in developing, designing, and seamlessly integrating complete automated lines using the latest technology. From project inception to installation and after-sales support, our team is committed to helping businesses maximize operational efficiency and achieve production goals with unparalleled service from start to finish.

COMPANY STRUCTURE

Management	Nico Nicoletti, Joe Castillo, Selina Franovic
Legal	Kristin Britt
Accounting	Linda Graff
Administration	Selina Franovic
Sales	Nico Nicoletti, Scott Reaves, Hagop Jatalian
Marketing	Mikinzy Russ
Project Management	Selina Franovic
After-Sales Support / Spare Parts	Charles Mather
Engineering / Installation / Service	Joe Castillo, Charles Mather, Tidil Houssam, Marco Zoni, Felipe Narvaez

INDUSTRIES

-  Food
-  Beverage
-  Pharmaceutical
-  Personal Care
-  Household Products
-  Chemical
-  Industrial
-  Biomass
-  Agriculture
-  Animal Feed
-  Lawn + Garden
-  Pet Food

SERVICE FEATURES

- Customized training materials
- Trained Field Service Engineers for onsite and remote support
- Dedicated support lines for remote technical service
- Ability to stock spare parts and replace with short lead times
- Ability to provide raw materials for machines in some industries

BENEFITS

- Ability to locally supply conveyors and racking systems
- Domestic supply of Euro Spec Cables (All sizes and ratings)
- Turn-key solutions all serviced and supported under one roof

RAPID RESOURCE MOBILIZATION

IMS effectively utilizes its existing staff and collaborates with partners to tackle projects of any size. Our extensive talent pool enables us to handle a wide range of projects, extending beyond standard automation.

IMS can swiftly mobilize resources and coordinate a full union-based working staff in under a week. Additionally, IMS collaborates closely with both the customer and our OEM to secure all necessary approvals on the ISN portal, allowing us to work onsite efficiently and effectively.

ISN RATING AND SAFETY COORDINATION

IMS utilizes the ISN compliance platform for effective on-site safety training. This helps in maintaining a high standard of service and ensures that all customer interactions are in line with regulatory requirements.

- **IMS has an on-site acting Safety coordinator** who is responsible for overseeing safety practices, ensuring adherence to guidelines, and promptly addressing any safety concerns.



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