

SST/Global EDM Supplies FAQ

Who is Global EDM Supplies?

Global EDM Supplies is a supplier of more than 3,000 different EDM machine parts and supplies, including wire, filters, wear parts, resin, electrodes, fluids and lubricants. The company is committed to providing advanced technologies and EDM consumables at competitive prices backed by outstanding technical support and customer service. Global EDM Supplies' technical support staff has decades of hands-on EDM experience, and they are equipped with dedicated, in-house quality and performance testing labs to validate product performance and processing recommendation. This technical experience, combined with an extensive and organized inventory system, ensures that customers receive the products they need, when they need them, and at the lowest possible cost.

When did the SST merger with Global EDM Supplies occur?

The SST merger with Global EDM Supplies was publicly announced February 1, 2017.

How will the merger affect me? What benefits will I see?

By combining the capabilities of SST and Global EDM Supplies, two of the largest EDM consumable suppliers in North America, this merger provides numerous unique benefits for you and your company. In addition to a broader catalog of products, you can expect to take your manufacturing processes to a new level with greater support, more robust engineering services and expanded market coverage.

How will the quality of the service I receive change?

Service has always been a top priority at both SST and Global EDM Supplies. And together, we are establishing a new benchmark for industry-leading service and support by providing access to more service personnel than ever before, greater coverage in more geographies and the most comprehensive EDM product line in the industry.

Will my representative change?

Our customers and service personnel are the heart of our business, and it is our goal to ensure that everyone is informed and satisfied with the transition process. This means retaining as many existing service relationships as possible. If a change in representatives does occur, we are committed to providing full transparency. You will be promptly notified of any changes and given an opportunity to schedule a meeting with your new representative.

Will my prices increase?

Your price will not increase based on the merger of SST and Global EDM Supplies. You can expect the same competitive prices as before.

Are you still going to do weekly deliveries?

Yes, weekly deliveries will continue, uninterrupted. You should not experience any changes in your delivery schedule.

Will my local SST warehouse be closed?

The combined resources of SST and Global EDM Supplies provide improvements to supply chain efforts by expanding warehouse availability in the locations necessary to best serve customers. All regions currently receiving local service will continue to have a localized warehouse for immediate availability.

Are you going to stock more inventory across the U.S.?

To meet the needs of our combined SST and Global EDM Supplies customer base, warehouse inventories have been sufficiently stocked to service each region as needed.

What additional products will I have access to?

With Global EDM Supplies, customers benefit from a more diverse portfolio of processing solutions than ever before. From EDM consumables and milling tools to spotting presses and work holding, Global EDM Supplies offers premium products for nearly any manufacturing need. For a full list of products, please visit <http://www.gedms.com>.