

CASE STUDY



Powering Growth and Innovation with Torchmate CNC Plasma Cutting

CUTTING-EDGE CAPABILITIES DRIVE BUSINESS GROWTH INTRODUCTION

Kyle Towns Services LLC was founded over 13 years ago in Sibley, Louisiana by owner, Kyle Towns. The business started in the oil field services industry. Over time, Kyle's passion for fabrication and problem-solving led him to expand into automated gates, trailer repairs, custom signage, and container fabrication. Today, Kyle Towns Services LLC handles everything from oil field projects to intricate metal art pieces. This case study explores how Torchmate® CNC plasma cutting technology transformed the company's operations, enabling it to bring precision and speed in-house.

About Kyle Towns Services LLC

Kyle began as a forklift operator before launching his own venture. Eventually, he founded Kyle Towns Services and began building a reputation for quality and innovation. The business now specializes in delivering high-quality fence and gate installation solutions along with custom fabrication services. It offers a range of services, including aluminum fences, chain link fences, barbed wire fences, and custom automatic gates. The business now has multiple subsidiaries, including [Container & Co.](#) and has grown to over 100 employees. The facility uses Lincoln Electric® welders (POWER MIG® series) alongside a Torchmate 4800 CNC plasma cutting table with a FlexCut® 80 plasma cutter, making it possible to tackle projects that were once out of reach.

For more information, visit <https://www.kyletowns.com/>

THE CHALLENGE

- » **Outsourcing Costs:** Before Torchmate, Kyle Towns had to send parts to a machinist shop, which increased lead times and expenses.
- » **Expanding Capabilities:** Kyle wanted to move beyond fences and gates into custom fabrication, signage, and container modifications.
- » **Efficiency Needs:** Bringing cutting in-house was critical to save time and meet growing customer demands.
- » **Learning Curve:** The business needed a CNC solution that was easy to learn and operate without extensive prior CAD experience.

Interview with Kyle Towns Services LLC conducted October 20, 2025

WHY KYLE TOWNS SERVICES LLC CHOSE TORCHMATE

Kyle Towns Services evaluated several suppliers, ultimately selecting Torchmate for its:

- » **Proven Technology:** Torchmate's CAD software and CNC precision have delivered consistent, high-quality results for decades. The CAD software and mechanical components are highly reputable.
- » **Ease of Use:** Minimal CNC experience required; the machine operators are able to master the system quickly with physical and online resources. KTS likes to employ high school students to operate some equipment so ease of use is imperative.
- » **Versatility:** Ability to handle a wide range of projects, from oil field components to decorative signage and even gussets or fencing parts.
- » **Support You Can Count On:** Full team of expert technicians available by phone every weekday. "Every time I've called tech support, they've been helpful and got us back up and running," said Cole Shirley, Kyle Towns Services Torchmate operator.

HOW THE TORCHMATE TABLE PROVIDED A SOLUTION

Kyle Towns Services LLC purchased the Torchmate table 4800 in 2022 and quickly realized its value. "The Torchmate CAD 9 software was super easy to learn. Troubleshooting was the hardest part, but Torchmate Academy videos and tech support made it manageable. Calling tech. support has been mostly simple and they are usually able to solve any problems quickly," Cole said. Cole is a high school student who has worked for Kyle Towns Services for a couple years. He was originally hired to weld, but has expanded his role to operating the Torchmate table.

With the Torchmate table, Kyle Towns Services brought cutting in-house, eliminating outsourcing costs and reducing lead times. Today, the business cuts 3/16-inch plate daily, with some jobs requiring up to 3/4-inch steel to be cut. From gussets for shelving to custom signs for local businesses, the Torchmate table has opened doors to new revenue streams and creative possibilities.



THE RESULTS

"We use our Torchmate nearly every day. It saves us money, increases efficiency, and lets us take on projects we couldn't do before," Justin Lee said. Justin is the brand manager at Kyle Towns Services and was critical for the progression of this story. Bringing CNC cutting in-house has expanded Kyle Town's capabilities and improved profitability. The business now offers a wide spectrum of services, from industrial fabrication to custom art pieces, all with the precision and reliability customers expect.

"I would absolutely recommend Torchmate to anyone looking to grow their fabrication business. It's a smart investment that pays off," said Justin and Cole.



INCREASED

REVENUE & PROFITS BY ELIMINATING
OUTSOURCED CUTTING



DECREASED

LEAD TIMES BY BRINGING CUTTING IN-
HOUSE AND AUTOMATING



INCREASED

PROJECT CAPABILITIES



Before we got the Torchmate 4800 table we were sending parts of jobs to machinist shops. Having the table now saves us a lot of money and time to bring the whole cutting process in-house."

Cole Shirley

Torchmate Operator
Kyle Towns Services LLC

FACING SIMILAR HIRING AND MANUFACTURING CHALLENGES?

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About Lincoln Electric

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CUSTOMER ASSISTANCE POLICY

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Publication LEA-102425HR1-01

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