iWAREHOUSE®
PROTECTING ALL ASSETS

RAYMOND

"RAYMOND DELIVERS A WORLD-CLASS PRODUCT THAT WE'RE NOW USING TO TAP INTO THE AVAILABLE DATA, ULTIMATELY IMPROVING OUR PRODUCTIVITY."

BRAD DOELL, VICE PRESIDENT SUPPLY CHAIN AND PROCUREMENT, NOVA SCOTIA LIQUOR CORPORATION

OVERVIEW

The Nova Scotia Liquor Corporation (NSLC) story begins in the late 1920s — when Nova Scotians voted in favor of retailing beverage alcohol. This movement paved the way for the establishment of the Nova Scotia Liquor Commission on May 1, 1930. In 2001, the NSLC changed from a commission to a Canadian Crown corporation. Today, 106 retail stores and 60 agencies across the province, generating more than one half billion dollars annually. Stores continue to evolve as new concepts for layout, customer service and merchandising are brought forward. The retailer uses exclusively Raymond® trucks in its warehouse and works closely with G.N. Johnston, a Raymond Sales and Service Center, to optimize its facility.

CHALLENGE: MAINTENANCE AND MANAGEMENT

The NSLC is especially proactive in protecting its biggest asset — its people. The NSLC encourages all employees to take personal responsibility for themselves and the equipment they use to do their jobs. But managers needed better insight into the daily activities of the operators to be able to support this, along with more information that would allow them to make general warehouse decisions and improvements.

SOLUTION: ADVANCED FLEET MANAGEMENT

The NSLC selected iWAREHOUSE®, a telematics system that can be installed into every lift truck in a warehouse. The NSLC used the system to help manage its more than 40 trucks. The system allows managers to collect and report on operational and maintenance data for their industrial vehicle fleets and operators. Alerts related to improperly performing equipment or equipment that has sustained damage intrigued the NSLC, while features like customizable startup speeds and records of service history aiding in reporting sold them on the solution. As an added bonus, the NSLC found that iWAREHOUSE helped managers keep track of operator certifications and helped ensure they were up-to-date on training.
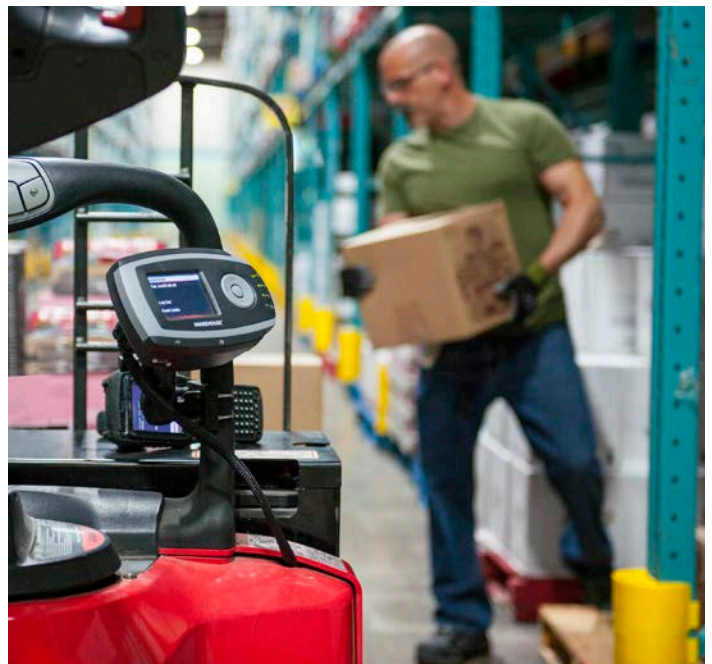
RESULTS: A LEVEL PLAYING FIELD

Decreased damage: The NSLC experienced immediate payback from the system and was able to manage the warehouse's equipment and operators more efficiently and effectively. Employees were even more accountable and responsible on their trucks, leading to a decrease in damage to equipment and racking in the warehouse.

Employee care: There was an immediate change in employee behavior when iWAREHOUSE was implemented. Operators liked having the knowledge that the equipment was up to date on maintenance and would perform well. New employees embraced the ability to operate the equipment with their customized reduced speed, as did seasoned veterans who worked in their area. Managers were better equipped to provide a comfortable operating environment for their people and machines with a clear picture of exactly what was happening in the warehouse.

G.N. JOHNSTON EQUIPMENT

Reduced costs: Soon after implementing iWAREHOUSE, the NSLC was looking to replace an older truck, but the telematics system reported that the NSLC's perception of the usage of the truck was much lower than the actual usage. As a result, NLSC elected not to replace the truck. "Buying a new reach truck would cost roughly 50% of iWAREHOUSE purchase price, while maintenance was equal to roughly 5% of the cost of iWAREHOUSE," says Brad Doell. By helping the NSLC make this more educated decision, the iWAREHOUSE implementation paid for 55% of itself.

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