
BEST PRACTICES FOR COST-EFFECTIVE VEHICLE MAINTENANCE

HOW CONSISTENT MONITORING AND ANALYSIS OF VEHICLE
AND WAREHOUSE MAINTENANCE HELPS CONTROL COSTS.

iTRACK®

DECREASING DOWNTIME, REDUCING COST

As a critical piece to the material handling puzzle, material handling equipment and assets are expected to work hard, drive production and be reliable — none of which can be achieved when equipment breaks down.

As an example, in a typical five-day, two-shift work week, an industrial vehicle may be in operation for up to 50 hours. Over a full year, that truck will have transported loads for more than 2,000 hours. A relatively simple maintenance request could equate to a full shift of no movement from a truck, while a more complex maintenance request could mean 48 hours of nonactivity and loads sitting still.

Because of this high demand, optimum equipment productivity and decreased downtime require proactive measures. How can managers and service providers be proactive with equipment and asset maintenance? The answer lies in data collection and analysis. Closely monitoring and analyzing usage and service allows predictive maintenance, moving equipment and asset management from diagnostics to prognostics. Predictive maintenance (PdM) techniques help determine the condition of equipment to predict when maintenance should be performed. With PdM, downtime can be scheduled in advance and even decreased, saving productivity and costs in the process when compared with preventive maintenance with which tasks are performed only when warranted.

MANAGING MAINTENANCE, INCREASING UPTIME

Material handling equipment and asset management is done in a variety of ways. According to the 2014 Lift Truck User Survey conducted by *Modern Materials Handling*:

- 37% — maintenance managed by in-house staff
- 42% — outsourced to lift truck dealers
- 21% — outsourced to third-party contractors

Big data is now allowing fleet and asset management to be more streamlined across these methods — connecting the dots between in-house and third-party contractors for maintenance needs. By gathering and analyzing data, maintenance work can be better planned by knowing how many materials, or parts, and people are needed and when. With this information, unexpected downtime is reduced and expected, or planned. Stops can be scheduled based on convenience, resulting in fewer stops throughout the year. The combination of PdM and big data allows this corrective maintenance and allows prevention of unexpected equipment failures for increased uptime.

Obviously, gathering and analyzing data is ideal for PdM, but it can seem daunting when looking at a facility as a whole. Thankfully, systems are available to help monitor and analyze warehouses and their assets, and in the era of big data, these systems are advancing rapidly.

In the past, managers were faced with the decision to work with multiple service providers and vendors to achieve full maintenance reporting. However, one system allows for an easy-to-use, all-inclusive portal for material handling equipment and asset data collection and analysis.

SPOTLIGHT ON iTRACK

The iTRACK® fleet and asset maintenance management system, part of the iWAREHOUSE suite of warehouse optimization solutions, is the only platform in the industry that can comprehensively and precisely track equipment and asset maintenance. With dispatch from iTRACK, users can immediately and conveniently request service from a web portal when issues arise. The associated work order and key performance indicator reporting are exclusive to iTRACK. With the system's consolidated billing capabilities, all service requests and work orders, regardless of the service provider, can be consolidated into a single view to help simplify processing and administration of maintenance management tasks.

REPORTING

iTRACK actively reports and consolidates data and invoices in an organized manner for easy review from any web enabled device — a laptop, smartphone, tablet or PC.

With these simple-to-use reports available, warehouse and distribution managers can gain transparency across their full operation:

Parts Reports

Become aware of the most frequently used and highest-cost parts within the warehouse by using parts reports.

Cost Reports

Cost reports can be accessed to determine cost drivers and unveil potential cost savings across equipment and fleet.

Repair Analytics Reports

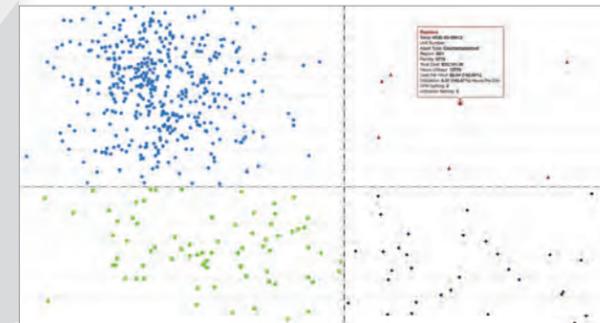
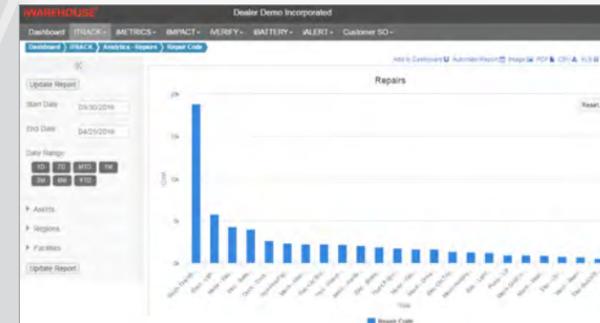
Expose the root causes driving repairs on a fleet with repair analytics reports and gain greater control and insight.

Recommendations Reports

Use the recommendations report to determine whether to, retain, reallocate, replace or remove assets.

Trends Reports

With trends reports, users can view week-old data to year-past totals to detect areas of concern for progressing improvement.



FLEET MANAGEMENT BENEFITS

Using iTRACK, managers can keep a finger on the pulse of their operation, determining critical cost drivers and potential areas of cost savings. This offering includes a number of benefits:

- Enables total cost of ownership awareness
- Provides greater control over expenditures, including root cause
- Saves in administrative overhead with consolidated monthly invoicing
- Requests and tracks technician service and work orders
- Executes to service needs faster with important reporting enabled for tracking to completion
- Integrates easily with the iWAREHOUSE® fleet and warehouse optimization system, a comprehensive telematics platform

With iTRACK, data is consistently gathered to help managers run an efficient operation while avoiding downtime and increasing productivity. Over time, businesses can take further steps to enhance their operation by expanding with iWAREHOUSE.

Integration with iWAREHOUSE provides a comprehensive picture of equipment data, allowing for a better PdM strategy using utilization and costs. Benefits documented by equipment owners in a variety of distribution industry sectors include:

- 5-20 percent increased operator productivity and throughput
- 20-40 percent reduction in vehicle impacts (such as with racking, walls, products or other trucks)
- Annual maintenance cost savings exceeding 10 percent
- Savings of \$90,000 in one year through reduction in peak-season truck rentals

For cost-effective equipment and asset maintenance management, and an inclusive solution, talk with your local iWAREHOUSE representative about iTRACK and iWAREHOUSE to take better control of your fleet today.

REALIZE COST SAVINGS FROM REDUCED VEHICLE, RACKING, AND PRODUCT DAMAGE

DARIGOLD

50%

REDUCTION
IN MAINTENANCE
COSTS.

ABOUT iWAREHOUSE

iWAREHOUSE® is a telematics system that provides fleet management and warehouse optimization solutions. With iWAREHOUSE, managers can collect and report on operational and maintenance data for their industrial vehicle fleets and operators as well as ensure adherence to proper operator protocols and customizable parameters. Introduced in 2008, iWAREHOUSE is a pioneer solution in the material handling industry that offers an unmatched depth of experience and the ability to turn data into meaningful action. iWAREHOUSE is continually updated with new capabilities that make it easier than ever to identify data-driven insights.

FOR ADDITIONAL INFORMATION ABOUT iWAREHOUSE OR TO FIND YOUR LOCAL iWAREHOUSE PROVIDER, VISIT WWW.IWAREHOUSEKNOWS.COM OR CALL 855-495-6697.

RUN BETTER. MANAGE SMARTER.®

At Raymond, our aim is to deliver the utmost quality and to work for continuous improvement every day, in every aspect of our business. We are proud of what we build. We are proud of the level of service we provide to keep our customers' business up and running. We take pride in our commitment to our customers through our end-to-end approach in helping them find smarter, more efficient, and more effective solutions.

We value the trust that Raymond has earned through decades of proven performance and hands-on innovation. Since the patenting of the first hand-pallet truck to the invention of the reach truck to our pioneering work in narrow aisle operations and beyond, Raymond has led the way in providing customers with the tools and expertise to improve their business.

IF YOU'RE LOOKING FOR A PARTNER WITH THE TOOLS AND EXPERIENCE TO HELP YOU RUN BETTER AND MANAGE SMARTER, LET'S TALK.

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