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# iWAREHOUSE® PROFESSIONAL SERVICES

DATA TELLS A STORY. WHAT'S YOURS?

# ANALYZING YOUR DATA. OPTIMIZING YOUR OPERATION.

iWAREHOUSE Evolution gives you the power to see what's going on in all areas of your operation at all times. But to truly make the most of the data, you need it to be understandable, meaningful, and actionable.

That's where our Professional Services team comes in.

Experts in warehouse optimization, our dedicated analysts will create a custom picture of what your data means, pinpointing inefficiencies, revealing opportunities, and recommending solutions.

From operator behavior to fleet utilization, every aspect of your enterprise can be analyzed and optimized. This lets you identify the Key Performance Indicators (KPIs) most important to your business and take the necessary steps to achieve your goals.

## DISCOVERIES IN THE DATA

Customized reports from Professional Services can give you invaluable insights into:

- + Hidden inefficiencies in your material handling labor
- + Underutilized or improperly utilized powered industrial vehicles
- + Damage and abuse to vehicles, facilities, and goods
- + Unsafe industrial fleet practices

## MAXIMIZING THE RETURN ON YOUR iWAREHOUSE INVESTMENT

Leveraging the power and potential of iWAREHOUSE telematics is a lot easier with a dedicated Professional Services partner who will:

- + Explain how the metrics are derived and interpreted
- + Identify ways to use the data to improve associate behaviors and optimize resource utilization
- + Deliver timely and accurate reports to key individuals who can drive positive change



## THE PEOPLE

With iWAREHOUSE Professional Services, a dedicated Personal Consultant will be assigned to your business to:

- + Understand your unique operational and organizational goals
- + Collect and review data specific to your defined KPIs to help with corporate goals

- + Explain what the data means and how it can be used to improve your business
- + Free you up from time-consuming labor and facility monitoring to focus on other tasks



## THE PROCESS

Any engagement of iWAREHOUSE Professional Services starts with an opportunity assessment and site engagement where we'll sit down with you to:

- + Identify performance goals and potential areas for improvement at your facility
- + Determine timeframes for achieving goals
- + Assign resources, identify key players, and obtain commitment from within your organization to support goals
- + Review current processes and existing data collection systems

- + Select target KPIs to support your defined goals
- + Design and automate reports
- + Drive operator feedback, coaching, and change-management strategies
- + Track results and establish data review timetables



## THE POSSIBILITIES

By following the recommendations of Professional Services, you can expect to achieve a variety of operational enhancements, including:

- + Safer work environment
- + More responsible and repeatable operator behavior
- + Improved OSHA compliance
- + Greater accountability and visibility
- + Optimal fleet utilization
- + Enhanced operator re-certification planning

- + Lower avoidable repair costs through reduced impacts
- + Superior uptime
- + Optimized maintenance scheduling
- + Greater productivity through more efficient operator and equipment utilization



# QUESTIONS ANSWERED. OPPORTUNITIES REVEALED.

No matter what your individual goals or challenges, iWAREHOUSE Professional Services can give you the insights you need to make more informed—and more confident—business decisions.

Tell us what you'd like to know and let us create a series of clear, tailored, actionable reports. You'll have better insight into your operation and discover ways to enhance both productivity and profitability.

## GET IN THE KNOW

Who are your most productive operators?

How many vehicles are you utilizing most?

Are you utilizing all the vehicles in your fleet?

What parts are you replacing most frequently?

Where are you spending the most money on maintenance?

REAL NUMBERS. REAL DIFFERENCE.

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10-30%

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EXPECTED REDUCTION IN OPERATING COSTS

# WHAT YOU GET FROM US

iWAREHOUSE Professional Services offers ongoing identification and in-depth analysis of operational data—behavioral and performance-related—most relevant and meaningful to the goals of your operation. To complement and supplement those metrics, we also:

- + Provide access to dedicated industry professionals
  - + Coordinate all data integration points, including iWAREHOUSE, Labor Management System, Time Clock, WMS, and spreadsheets
  - + Interpret and investigate data clues and trends
  - + Identify areas for improvement and remedial actions
  - + Assist in change management
  - + Design and implement programs for change management that reflect data-driven objectives
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# WHAT WE NEED FROM YOU

Any enterprise-wide initiative of this kind requires both buy-in and follow-through. iWAREHOUSE is a behavior-modification and performance measurement tool. In order to maximize its impact and optimize results, we encourage you to:

- + Identify and share your pain points and areas of concern
- + Commit to reviewing data on a regular basis
- + Be open to considering a variety of process improvements
- + Take positive action in response to data revelations
- + Support consistent behavior-modification activities

# DERIVE VALUE FROM YOUR DATA. DRIVE CHANGE IN YOUR OPERATION.

Uncover the most valuable, meaningful operational data with iWAREHOUSE Evolution. And discover how to make it actionable and powerful with the help of Professional Services.

## OPERATIONAL IMPROVEMENTS

- + Accountability
- + Drive down system logoffs
- + Identify simultaneous equipment logons
- + Safer operations
- + Careful checklist inspections
- + Fewer impacts
- + Less time on deadman without moving or lifting

## PERFORMANCE & MEASUREMENT

- + Accurate metrics for Login, Deadman, Travel, and Lift
- + Detailed utilization of vehicles and operators (How many? When?)
- + Maintenance tracking and optimized scheduled maintenance
- + Impact details and analysis
- + Checklist completion and vehicle health

**iWAREHOUSE**  
EVOLUTION™

Achieve your operational goals.

≡ Menu

iWAREHOUSE™

11:43 AM

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+  
100%



RAYMOND

WARNING

**Do not operate this truck unless  
trained and authorized to do so.  
Read all warnings and instructions  
contained in the operator's manual  
and on the truck.**



# EXPECT MORE FROM YOUR TELEMATICS SYSTEM

Scalable, flexible, and customizable, iWAREHOUSE is the most complete telematics solution available. Designed with the industry's most comprehensive range of capabilities—that can be activated or turned off to suit your needs—iWAREHOUSE Evolution is a powerful solution to better manage equipment, powered industrial vehicles, and operators. This scalable platform evolves with your changing business needs, so you can continuously improve efficiency and productivity while identifying opportunities to reduce costs.

Compatible with hundreds of makes and models of powered industrial vehicles, iWAREHOUSE puts critical, real-time fleet data at your fingertips. All through a single portal accessible from any web-enabled device, anywhere, anytime. So whether you're running one brand of vehicles or a mixed fleet—in one warehouse or many—now you have the ideal suite of analytics tools to run better and manage smarter.

iWAREHOUSE. More intelligent business information.

# RUN BETTER. MANAGE SMARTER.<sup>®</sup>

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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[www.iwarehouseknows.com](http://www.iwarehouseknows.com)

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