



**CROWN**



**BETTER INFORMATION > BETTER DECISIONS > BETTER RESULTS**



**InfoLink<sup>®</sup>**  
A Crown Insite<sup>™</sup> Solution

# MOVING FORWARD

Technology has revolutionized the way we capture, share and act on information, in our personal lives and most aspects of modern business. Crown brings the benefits of technology to material handling by connecting lift trucks, operators, and facilities to give you a new perspective on your fleet.

Designed and developed by Crown, InfoLink® is a wireless operator and fleet management solution that puts the power of accurate, up-to-date, business metrics right at your fingertips.

When robust data drives confident decisions, your organization can achieve improved results:

- Improved safety and compliance
- Higher productivity
- Lower costs
- Optimized operations

**InfoLink: Move your business forward with Crown.**

Page forward to see how InfoLink helped:

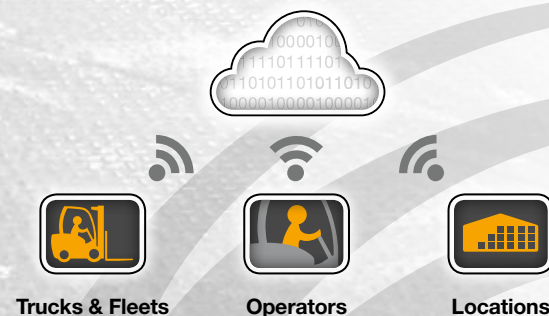
Owens & Minor  
reduce fleet size by: **12%**

Clemens Food Group  
reduce impacts by: **80%**



Simple to implement, scales easily, and delivers outstanding ROI.

By combining precise truck-based sensors, secure wireless data transmission, and a cloud-based management portal, InfoLink provides maximum benefits with minimal equipment or expense.



## CONNECT

InfoLink wirelessly connects your entire fleet, capturing critical truck and operator data to provide valuable insights about your operation.

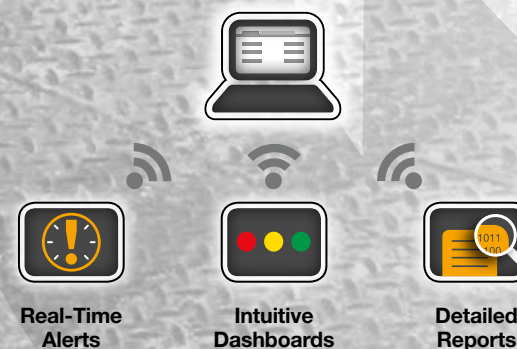
## BETTER INFORMATION



## ACHIEVE

With InfoLink, it's easy to define benchmarks and measure results for continual progress in improving safety, reducing expenses, and increasing productivity.

## BETTER RESULTS



## MANAGE

Real-time alerts, intuitive dashboards, and detailed reports provide the information you need, when and how you need it, to make data-driven decisions.

## BETTER DECISIONS

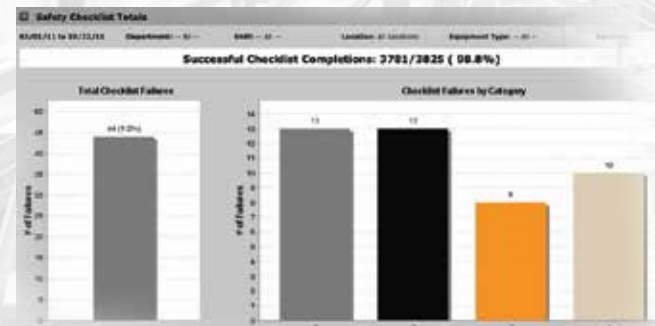
LEARN  
MORE

[crown.com](http://crown.com)



# OPERATOR MANAGEMENT

InfoLink® lets you monitor and manage the operator factors that have the greatest impact on your bottom line.



## Compliance

- Manage equipment access, operator certification
- Streamline pre-shift inspections
- Document the process with digital records

## Impacts

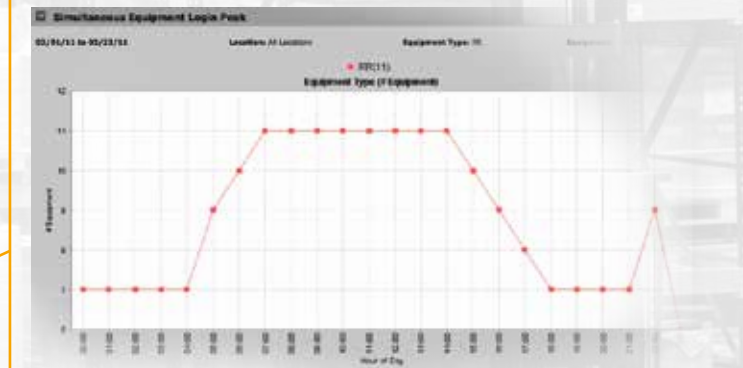
- Receive incident alerts and impact details
- Identify problem spots to reduce damage
- Promote safe truck operation

## Productivity

- Record and compare truck activity by operator
- Analyze productivity across facilities, departments, shifts
- Ensure optimal use of equipment for the task

# FLEET MANAGEMENT

With InfoLink®, tracking and managing essential fleet factors is a simple, seamless process.



## Utilization

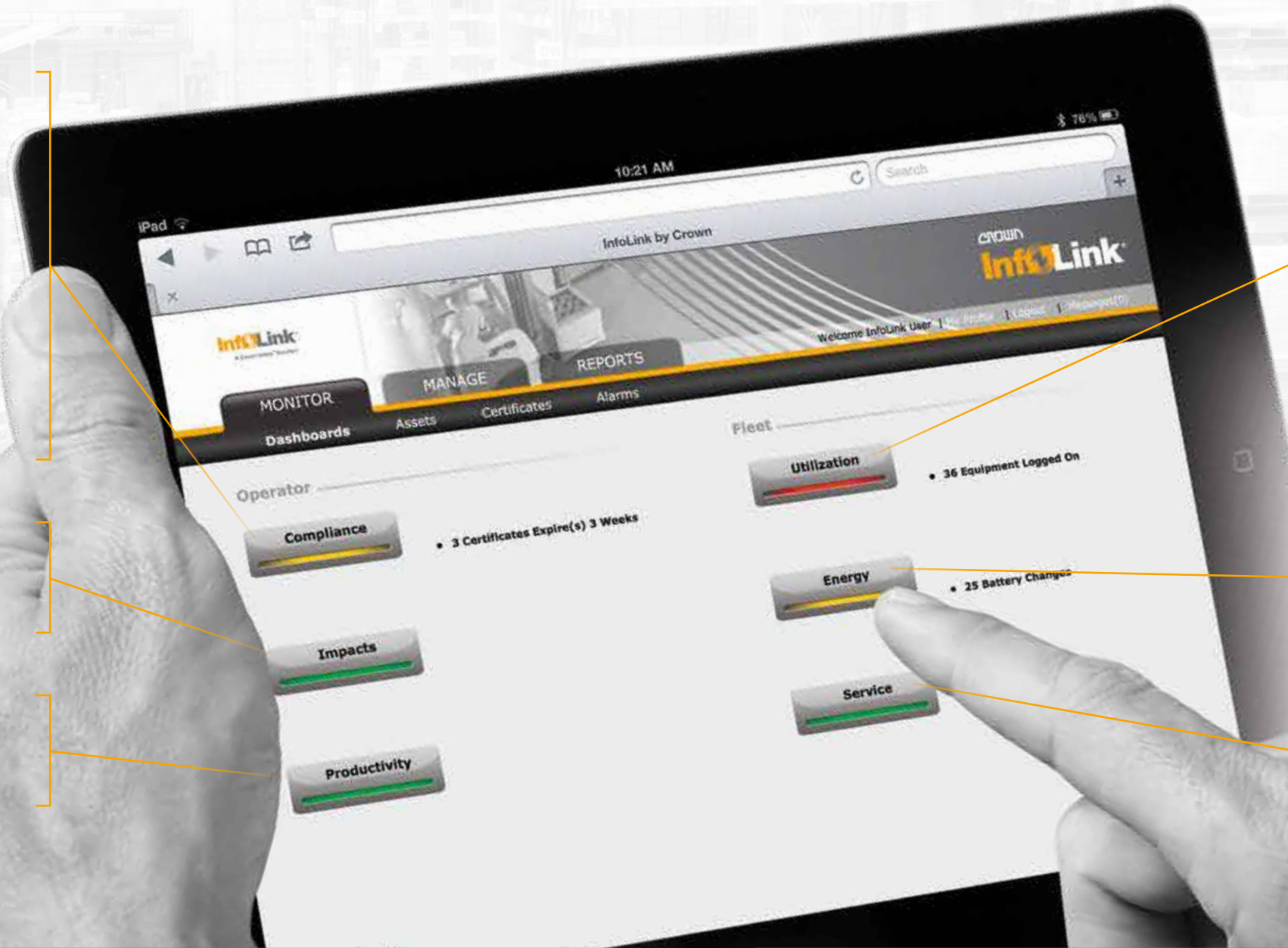
- Track equipment status
- Optimize fleet size and equipment allocation
- Identify long-term and seasonal needs

## Energy

- Optimize battery/tank changes
- Improve battery life and performance
- Calculate fuel expense

## Service

- Schedule service to minimize downtime
- Streamline repairs
- Inform life cycle decisions



## INFOLINK RESULTS: OWENS & MINOR

To cut costs and improve efficiency, healthcare supply chain and distribution company Owens & Minor looked into fleet and operator management solutions. Within four months of implementing InfoLink in a single distribution center, the company was able to eliminate 12 percent of its lift truck fleet, improve safety policy compliance, and better manage impacts.

# 12% FLEET REDUCTION

*"It comes down to the simple fact that you need to have the right information to make the right decisions. We have 52 sites in our network, and we are eager to link them together to see what other opportunities for cost-cutting and efficiency improvements InfoLink can help us uncover."*

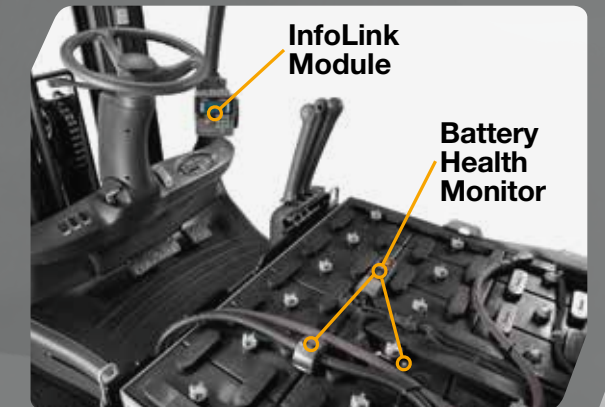
— Leo Biller, Manager of Corporate Operations

## BATTERY HEALTH MONITOR: REDEFINING BATTERY MANAGEMENT

InfoLink's Battery Health Monitor, available with an InfoLink Advantage Plan, is the only battery management system to integrate information about the truck, operator and battery. This unique perspective allows for tracking of the battery as a wireless asset and monitoring of battery health while the truck is operating. Battery Health Monitor helps you;

- Take control with an integrated system.
- Make informed battery decisions.
- Manage batteries as assets.
- Enhance your battery maintenance practices.

**Integrated Information. Longer Battery Life. Big Savings**



# RESULTS COMPANY-WIDE

InfoLink® combines integrated data and a user-friendly interface, allowing authorized users in diverse roles to discover insights and deliver better results throughout your organization.

## Management



Establish efficient, consistent processes to optimize operations

## Supervisors



Access timely information and data to drive coaching and team performance

## Safety



Minimize risk and enforce policies to keep operators safe and productive

## Maintenance



Deliver effective maintenance and efficient service to keep trucks safe and reliable

## Operators



Promote safety and efficiency with automated checklists and trucks performing at peak

*“The most valuable benefit of InfoLink was that it gave me real data to help me understand exactly what we were doing with our forklifts. The system gave me more than just power usage data; rather, we saw when our trucks were not moving. And the data showed that in many cases utilization was sporadic.”*

— Dennis Carlson,  
Logistics Manager,  
Steelcase

## INFOLINK RESULTS: CLEMENS FOOD GROUP

With 230 lift trucks and more than 1,000 operators in three locations, Clemens Food Group implemented InfoLink to help reduce costs and increase productivity by improving OSHA compliance, operator certification, and impact detection. With automated inspection checklists, operator performance benchmarking, and impact analysis, the company achieved significant improvements in all categories almost immediately—including an 80 percent reduction in major impacts.

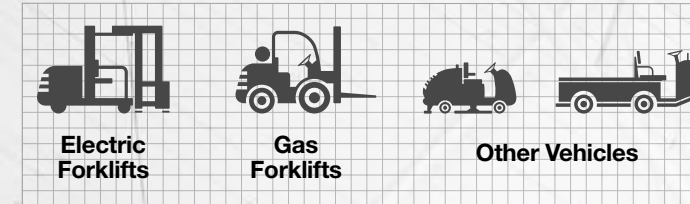
# 80% REDUCTION IN IMPACTS

*“The InfoLink installation is viewed as a great success that continues to deliver a return on investment. We’ve only just started to really tap into the system’s ability to help us optimize fleet and operator performance. The system already has completely elevated and enhanced the safety culture of our facilities.”*

— Kevin Shayer, General Manager of Distribution and Warehousing

# IMPLEMENT WITH EASE

## Secure, integrated data for your entire fleet.



InfoLink® modules can be installed on electric and gas forklifts, non-Crown lift trucks, other types of vehicles. This means you can access and analyze data from all modules within the InfoLink interface, for a complete, integrated picture of your operations.

## Insights to drive action. At your desk or on the go.



InfoLink is a secure, web-based solution, so its full functionality is available whenever and wherever you need it, using the devices you have at hand.

Depending on solution configuration and WiFi availability, InfoLink will update data in real time, or store information in modules for periodic uploading.

In either case, your data is protected by robust security features. InfoLink requires a username and password for data access, and SSL protection is available. Operator access is managed through keypad codes or ID cards, and managers control permissions for each individual or group.



Durable InfoLink modules capture, store, and transmit data on key equipment performance factors.

## FLEXIBLE PLANS TO FIT YOUR NEEDS.

InfoLink is a versatile solution that can scale easily to meet your needs. The Advantage Service Plan includes full features and capabilities, while the Standard Service Plan provides essential functionality.

		InfoLink ADVANTAGE	InfoLink STANDARD
Operator	Compliance	●	●
	Impacts	●	●
	Productivity	●	●
Fleet	Utilization	●	●
	Energy	●	●
	Service	●	●

*As a wireless solution, InfoLink minimizes infrastructure costs and supports existing and future WLAN. InfoLink is compliant with WiFi 802.11 a/b/g/n wireless standards and supports a variety of security encryption protocols. Available encryptions include open, WEP-64, WEP-128, WPA-PSK, WPA-LEAP, WPA2-PEAPv0-MSCHAPv2, and WPA2-TLS.*

**Better Information. Better Decisions. Better Results.**  
Contact Crown today to experience InfoLink first-hand.





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[crown.com](http://crown.com)

**You can count on Crown to build lift trucks designed for safe operation, but that's only part of the safety equation. Crown encourages safe operating practices through ongoing operator training, safety-focused supervision, maintenance and a safe working environment. Go to [crown.com](http://crown.com) and view our safety section to learn more.**

Because Crown is continually improving its products, specifications are subject to change without notice.

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