



CUSTOMER RESULTS



“The partnership is strong; recently we’ve acquired a number of new and refurbished machines that Crown had been able to source for us. They’re good value and fit the site here completely.

“The reliability is great. We get them regularly serviced by Crown and we hardly have any downtime.

“The previous equipment we had was getting long in the tooth; it was coming up to 15 years old and it was as reliable as the day we bought it.

“There are lots of peculiarities with the way our stock is located. We have specific requirements for guard heights and Crown has always been able to help us with those.”

Mark Thompson
Distribution Centre
Manager
HarperCollins
Moss Vale, NSW

Real customers,
real stories,
REAL RESULTS.

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HarperCollins

Longstanding Publishing Company Pushes Ahead with Full Solution from Crown

APPLICATION

One of Australia’s leading publishing companies, HarperCollins, runs its Australian and New Zealand distribution centre in Moss Vale, in New South Wales’ Southern Highlands. It runs two shifts to perform approximately 600 stock movements per day and manage over 14,000 storage locations within the building. The company distributes over 10 million units per year to Australian and New Zealand retailers.

CHALLENGE

HarperCollins’ Southern Highlands location – which is around two hours’ drive from Sydney – means that it requires a partner capable of supplying and servicing material handling equipment outside of metropolitan areas. The company’s large throughput means that reliability is of high importance, and some unique stock placement means that some customisation of equipment is required.

SOLUTION

HarperCollins has been using a complete material handling solution from Crown for over two decades. It uses SC Series counterbalance forklifts, ESR and RR Series reach trucks and WT Series rider pallet trucks in its operation. Its most recent purchase of SP Series stockpickers required modifications to the cages to better fit its operation and the changes were easily accommodated by Crown engineering and manufacturing.

RESULT

- The capability of Crown Equipment to provide effective sales and support outside of metropolitan areas has helped the two companies form a strong partnership over 20 years
- HarperCollins operators and management has developed a strong preference for Crown material handling equipment
- Crown Equipment’s ability to tailor solutions to best suit HarperCollins’ needs has helped with warehouse efficiency

**TAILORED
SOLUTIONS
PROMPT
LOCAL
SUPPORT**