



## CUSTOMER RESULTS



"I'm very impressed with what InfoLink has done for us so far in helping us to detect impacts and control warehouse damage. It has helped us achieve our safety goals."

**Matthew Hertzberg**  
Vice President of Operations  
Ace Endico  
Brewster, New York

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real stories,  
**REAL RESULTS.**

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## Ace Endico

### InfoLink® Helps Innovative Distributor of Fine Foods Operate with Increased Efficiency and Safety

#### APPLICATION

Ace Endico is a full-service supplier of fine foods headquartered in Brewster, NY. It provides restaurants, hotels, country clubs, casinos, cruise lines, athletic venues and healthcare and educational facilities in the tri-state area with high quality food products, supplies and service. The company's state-of-the-art facility includes more than 125,000 square feet of floor space and 5 million cubic feet of storage capacity, housing more than 10,000 individual items ranging from frozen and refrigerated foods to produce and paper goods.

#### CHALLENGE

With as many as 100,000 cases of perishable food products coming in and out of the warehouse each day, keeping up with constant demand is critical. So, too, is the ability to track everything for accuracy as shipments are logged in and deliveries are logged out. With the company accepting orders until 10:00 pm for delivery by 5:00 am the next morning, Ace Endico's management looks for every available way to increase efficiency. Floor supervisors are constantly monitoring lift truck utilization and safety compliance. In addition, they need to address impacts immediately to ensure maximum uptime throughout the company's three shifts of operation.

#### SOLUTION

Ace Endico has always been on the leading edge of technology when it comes to moving delicate products quickly and safely and it is always on the lookout for new and better ways to get the job done. Crown's InfoLink Operator and Fleet Management System is one of the latest steps toward improving productivity and safety on the floor. With so many moving pieces during peak periods, the ability to track lift truck operations has proven valuable from both an efficiency management and a safety perspective. InfoLink removes the guesswork from safety compliance so management can focus on maximizing the efficiency of the operation. Understanding when, where and how each lift truck is used helps them identify process improvements.

#### RESULT

- **The ability to track operator movements** with InfoLink enables Ace Endico to monitor and optimize the performance of their fleet
- **InfoLink helps manage operator training and certification programs** to ensure that the entire fleet is operated with efficiency and safety
- **InfoLink is able to scale with Ace Endico's growth**, beginning with 13 reach trucks and expanding to support the company's entire "InfoLink Ready" fleet

**DETECT  
IMPACTS  
CONTROL  
DAMAGE  
IMPROVE  
SAFETY**