

Milton CAT Integrates Robotic Lift Truck Technology

Case Study: Collaborative Warehouse

AUTOMATION
THAT ADAPTS
TO YOU



Pursuing Faster Order Fulfillment

Milton CAT is the official provider of Caterpillar machines, parts, and service in the Northeast U.S. and widely recognized by Caterpillar as being one of its top performing dealerships worldwide. The company's distribution center in Milford, Massachusetts supports 12 other facilities throughout the region.

Although Milton CAT had a highly-efficient process for their fast-moving inventory, slow-moving inventory was stored on the opposite side of the facility. To fulfill orders, an employee would walk from one side of the building to the other up to 50 times per day, spending as much as 50% of their work time on this non-value adding task.

Further, orders were often aggregated to minimize cross-facility transit, but this only increased fulfillment delays.

“**We sought robotic AGV integration primarily as a means to improve customer service, but also as a way to improve the employee experience and safety.**”



Mike Erskine
Corporate Distribution
Manager



**Faster
Delivery**

+



**Increased
Safety**

+



**Lower
Costs**

VECNA ROBOTICS
Better Technology, Better World.®

Goals:

- Increase fulfillment speed
- Decrease non-value tasks
- Reduce employee injuries
- Increase customer satisfaction

Solution:



RL3600

- Autonomous lift truck
- Safe, precise transport
- Independently picks up and drops off pallets
- Can be manually operated with the flick of a switch

Benefits:



Improved inventory handling and customer service



Reduced time spent on non-value adding tasks



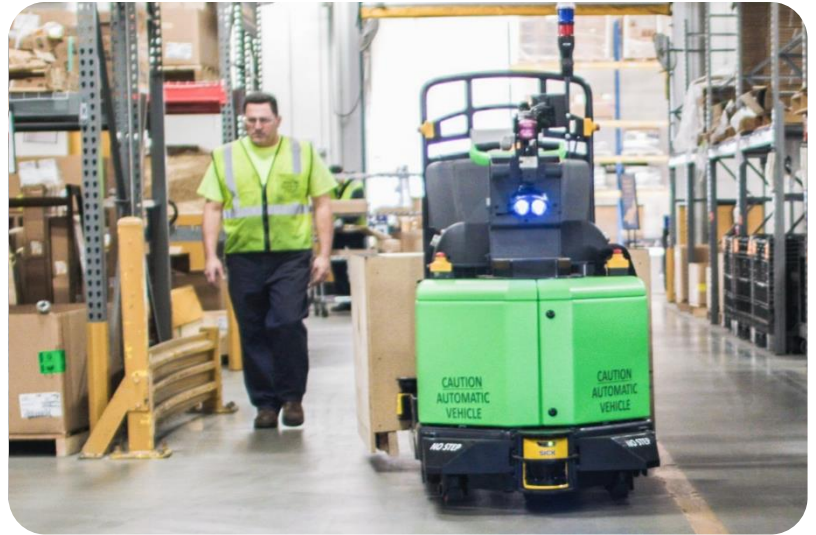
Improved safety



Rapid installation



No infrastructure changes



Improved Workflows & Customer Satisfaction

Milton CAT sought affordable and advanced automation to increase order fulfillment speed, optimize workflows and improve employee safety for its 15-acre, 87,000-square-foot Milford parts operation that houses 220,000-line items.

Vecna Robotics' deployment provided Milton CAT with an improved shuttling system from parts storage to the shipping area.

With no infrastructure changes required and within hours, warehouse personnel could call the first autonomous lift truck on demand and see it efficiently fulfilling orders.

The installation included permitting the robot to interact with powered doors and other facility infrastructure.

The use of Vecna Robotics' technology has led to a drastic improvement in fulfillment speed as warehouse personnel can call the robot on demand, allowing them to efficiently fulfill orders as needed and minimize delays. This has led to improved customer service and customer satisfaction.

Employees have also found that they can now delegate work to the robot to focus more on value-added tasks.

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