

# Full Service Solutions Keep Darigold On Top

Seattle-based Darigold, Inc., has been producing fresh dairy products for people around the globe since 1918. To stay competitive, it recognized the need to find efficiencies and cost savings in its manufacturing and distribution facilities. In particular, Darigold sought to track all maintenance costs in one place, streamline the repair and upkeep process of its lift trucks and standardize its fleet to ensure the proper equipment was used in all of its applications. In search of web-based applications to address its needs, Darigold turned to Raymond Handling Concepts Corporation (RHCC) and the comprehensive line of *Raymond*® lift trucks.

RHCC provided Darigold with integrated material handling solutions and introduced the company to the iTRACK system, a web-based lift truck tracking and reporting system from The Raymond Corporation. Within the first six months of integrating RHCC's tailored services, Darigold cut its lift truck maintenance costs in half, streamlined its tracking capabilities and reduced lift truck leasing costs, all while maintaining uptime.

## » Identifying the Issues

RHCC spent a significant amount of time getting to know how Darigold operated to discover its unique challenges. Following several visits to various distribution and production centers, RHCC noted that Darigold could not definitively identify what it was spending per facility on maintenance issues and repairs. In addition, it did not have a way to track overall fleet costs from one location, and it was locally leasing equipment in an inefficient manner.

By continuing to study Darigold's business, RHCC learned that each facility produced an assortment of milk, powdered milk, cheese and butter products. As a result, its lift trucks needed to stand up to the challenge of multiple working environments, such as washdown stations and cold storage.

## » Choosing the Right Solution

With 13 plant locations, two standalone distribution sites and a production of 8 billion pounds of milk per year, service and uptime are crucial to Darigold's business.

With these facts in mind, RHCC suggested the iTRACK system, a fleet tracking system that provides actionable fleet maintenance data reports that can span from



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individual trucks to collective lift truck data for multiple facilities, allowing for an overall snapshot of Darigold's maintenance and productivity. The iTRACK system also enabled Darigold to monitor and reduce its overall costs per operating hour.

The iTRACK system enabled Darigold to immediately see benefits through an integrated Web portal and assess the efficiency and productivity of its fleet. Through the close observation of its fleet, Darigold also was able to decrease its dependency on leased equipment, as it can now plan and anticipate maintenance activity.

## » Results in Six Months

As a result of choosing RHCC, Darigold has seen a significant cost reduction due to the new ability to track and manage its lift truck fleet across multiple locations. Darigold is now using the iTRACK system to track maintenance costs all of its lift trucks, and it has experienced considerable increases in productivity due to the substantial reduction in repair costs and downtime.

"Our goal is to provide nutritious dairy products for the world. To do this, we have to be very cost-efficient," says Mike Bevers, director of supply chain-purchasing at Darigold. "We're experts at dairy, not at lift trucks, which is why we rely heavily on the expertise of the companies like Raymond, and we value long-term relationships like the one we've found with Raymond Handling Concepts."



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The Raymond Corporation  
P.O. Box 130  
Greene, NY 13778-0130  
Toll free 1 (800) 235-7200  
Fax 1 (607) 656-9005  
www.raymondcorp.com



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