



## CUSTOMER RESULTS



“When we added QuickPick Remote, our operators were able to gain more productivity and increase their picking rates with less travel to and from the machine. We’ve seen an overall increase of 20% in our productivity.”

**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

### QuickPick® Remote Order Picking Technology Boosts Picking Productivity

#### 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. The 20,000-square-foot climate-controlled shipping and receiving dock with 15 bay doors moves products in and out of the facility’s 11 temperature zones with a nearly constant cycle of picking, distribution and replenishment occurring daily. The company’s picking operation is looking for every available way to increase efficiency and has leveraged the latest technologies to optimize the speed and accuracy of its daily picking process.

#### SOLUTION

Crown’s QuickPick Remote Order Picking Technology has helped Ace Endico reach new levels of order picking efficiency, enabling order pickers to stay in perpetual motion by advancing the pallet truck to the next pick location as items are being picked. The flexible semi-automation features of QuickPick Remote enable order pickers to take advantage of the technology when it provides them maximum time savings while retaining the ability to operate the truck manually when appropriate. Operators can save up to five seconds per pick, with significant increases in productivity and order accuracy.

#### RESULT

- **QuickPick Remote has increased productivity**, enabling the company’s selectors to achieve record picking rates
- **Operators adapt quickly to the ability to remotely advance the pallet truck**, becoming proficient with the technology in the first hour of use
- **Order selectors save thousands of steps on and off the pallet truck with every shift**, reducing fatigue and enabling them to maximize their incentive pay

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