

# Discover The Difference In Material Handling Solutions



ABEL  WOMACK  

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*discover the difference.*

# Comprehensive Material Handling That Delivers Results.

When people share  
core values, a crystal  
clear vision and unity of  
purpose, extraordinarily  
good things happen.

We maintain that the ultimate determinant of performance is what you believe in. That is why we live and breathe our core values and their associated behaviors. Doing so ensures our success.

We are all about providing our customers with extraordinary results and an unparalleled, positive experience.

That is the Abel Womack *difference*.



John Croce  
CEO

**Abel Womack**

## Core Values

- Integrity
  - › Making the “right” decisions, even when no one is looking
  - › Doing what you say you’re going to do
- Empathy
  - › Looking at things from the other person’s perspective
  - › Treating others the way you want to be treated
- Customer Care
  - › Exceeding customer expectations
  - › Caring so much “you” make the difference
- Passion
  - › Always doing your absolute best
  - › Attaining whatever knowledge and skills are needed to excel
- Teamwork
  - › Helping each other succeed
  - › Winning and losing together

# Expertise Every Day.



## We've "Got Game"

Our mission is to be your "go to" resource and your greatest asset not on your payroll.

- › By focusing on our customers, your goals become our goals.
- › We have the attitude, size and resources to get the job done; on time, on budget.
- › An incredible breadth of technological options ensures optimal, unbiased solutions.
- › Experienced in-house engineering and design services.
- › Best of Breed Suppliers
- › 130+ highly skilled, certified mobile technicians provide unparalleled product support.

We are all dedicated to making a *difference*.



**ABEL**  **WOMACK**  
discover the *difference*.

# Engineering and Design Solutions For **Every**



## Your Single Supply Chain Source

Abel Womack provides application-specific intralogistics solutions and the product support to maximize your investment – from a single piece of equipment to automating an entire facility. We provide solutions across many industries, including:

- › Apparel
- › Electronics
- › Manufacturing
- › Renewable Energy
- › Third Party Logistics
- › Consumer Products
- › Food and Beverage
- › Medical / Pharmaceutical
- › Retail
- › Wholesale Distribution

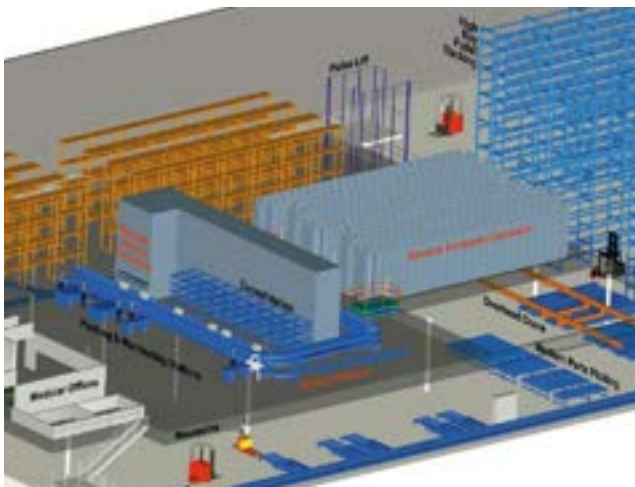
## Engineering, Design and Lean Management Consulting

Our experienced engineering team will partner with you to fully understand your application and then develop multiple design concepts, each with a complete cost-benefit analysis. Our designs are based on:

- › Current & long term goals
- › Operational analysis
- › Efficient space utilization
- › Throughput requirements
- › Order profiles
- › Slotting
- › Process optimization
- › Material flow evaluation
- › Fleet management
- › Lean management
- › Simulations
- › Order picking methodologies

Good project management can be the *difference* between success and failure.

# Challenge



## Applying the Right Technology

Abel Womack is committed to best of breed material handling technologies that will most benefit our customers when correctly applied. Suppliers who *get it* can be counted on to be the best.

- › Raymond® Lift Trucks
- › Kardex Remstar Carousels and Vertical Lift Modules
- › Hytrol Conveyors/Sortation
- › Montel Mobile Racking
- › Pick Modules
- › AS/RS
- › Pick Modules
- › Fanuc Robotics
- › Universal Collaborative Robots
- › Pick to Light
- › Pallet Racking
- › Radioshuttle Deep Lane Storage
- › AGVs & AMRs

## Raymond Lean Management (RLM)

Our RLM team takes the time to understand your business. We evaluate throughput, material flow, order profiles and seasonality, looking to best accommodate your challenges and those business nuances that can make such a difference. If needed, we can also incorporate information management and slotting tools to maximize the efficiency of storage and retrieval systems, address velocity and volume metrics, family grouping, and other important operational factors.

RLM is a U.S. version of Toyota Production Systems. Utilizing these world renowned principles, we can help optimize your processes and improve your bottom line.

*Lean Management makes a big difference.*

**ABEL WOMACK**  
discover the *difference*.

# Facility Optimization

## That Helps Your Business

### **Storage Density, Flexibility and Efficient Material Flow are *not* Mutually Exclusive**

Abel Womack has the knowledge and technologies to improve storage density without compromising selectivity, throughput or agility. It's all about velocity, volumetrics and the appropriate application of 21st century technologies and information management systems. The old rules no longer apply.

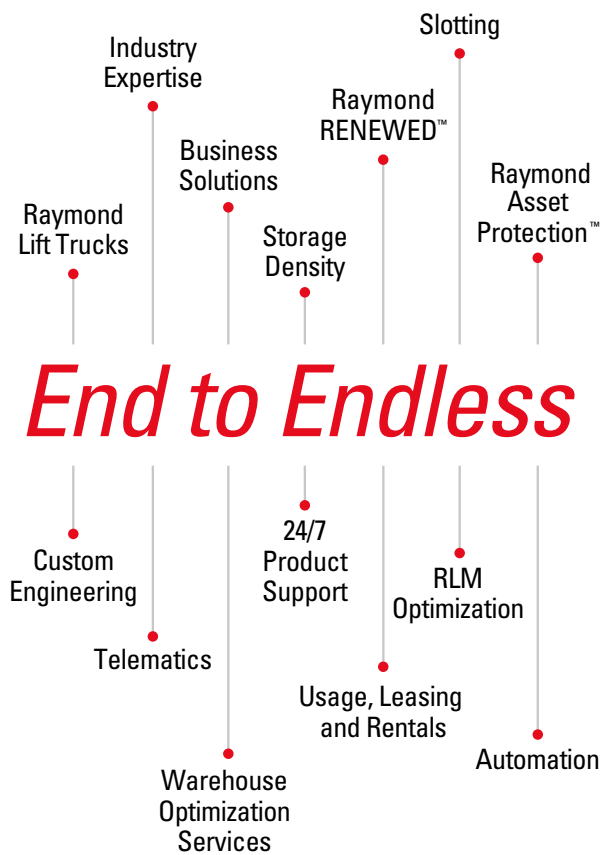
### **Raymond Lean Management Optimization**

With today's emphasis on doing more with less, the time is right to optimize your processes - before you automate.

RLM (a U.S. version of Toyota Production Systems) provides a systematic approach toward process optimization. Our specialists work with your team to achieve and exceed your goals.



# Run Smarter

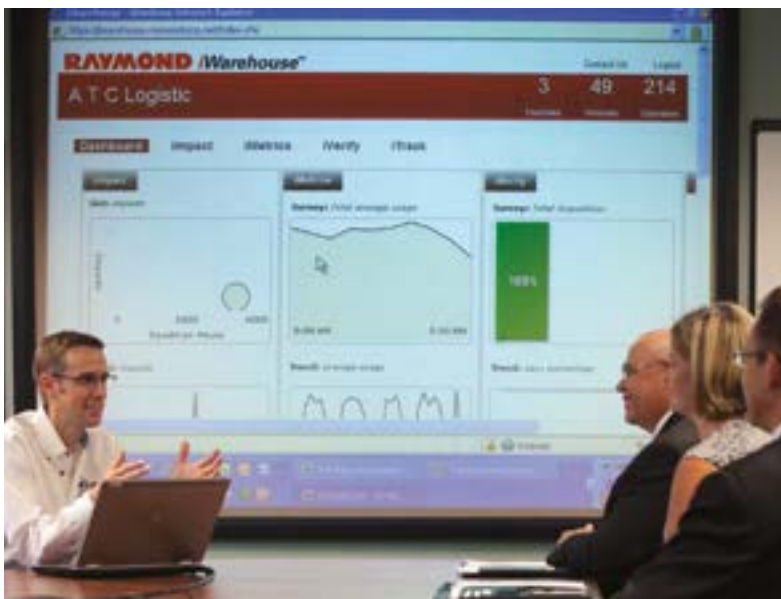


## **End to Endless Solutions**

As a member of the Raymond Solutions and Support Center network, we provide you with an unmatched depth of services – that go beyond just hardware to include all aspects of your business—to help you run your operation better, smarter and more cost effective.

From material handling equipment and telematics to design engineering, space utilization, warehouse optimization, flexible acquisition alternatives and support services, we develop and implement complete solutions, ranging from simple process recommendations to total system integration, saving you space, time, money and labor.

Our array of services and solutions makes the *difference*.



# Abel Womack Fleet Management

## Ensure Cost

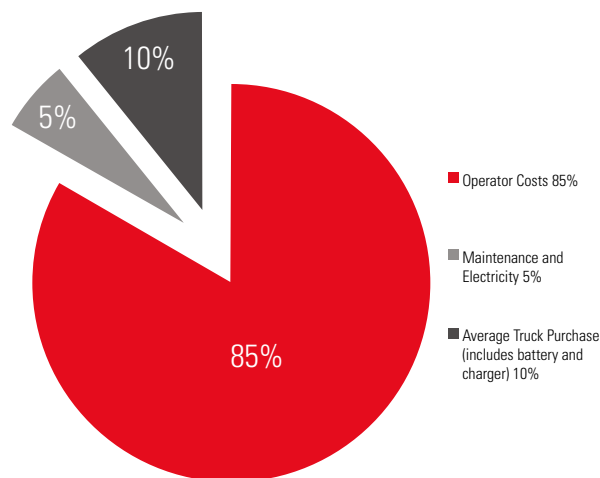
Abel Womack helps you optimize your fleet to best leverage your investment.

Fleet Managers need data so their equipment costs and usage patterns are visible. They need data to help cut down on overhead, reduce maintenance costs and right-size their fleet.

Abel Womack provides fleet management reporting covering all mission critical aspects of customer equipment. Armed with data regarding which trucks have the highest maintenance costs, measuring and tracking operator productivity as well as identifying the causes of avoidable maintenance such as impact damage, managers can make informed decisions.

Abel Womack provides our customers with reports showing exactly how much each piece of equipment costs, as well as utilization summaries and price breakouts on scheduled and unexpected repairs. Our fleet analysts work with customers to optimize fleet size, composition and operation.

### Cost Drivers: 7 Years / 2 Shifts



As the chart above shows, 90% of long term fleet costs are directly related to maintenance and operator costs.



# Solutions Savings

## Reduce Operational Costs With iWAREHOUSE®

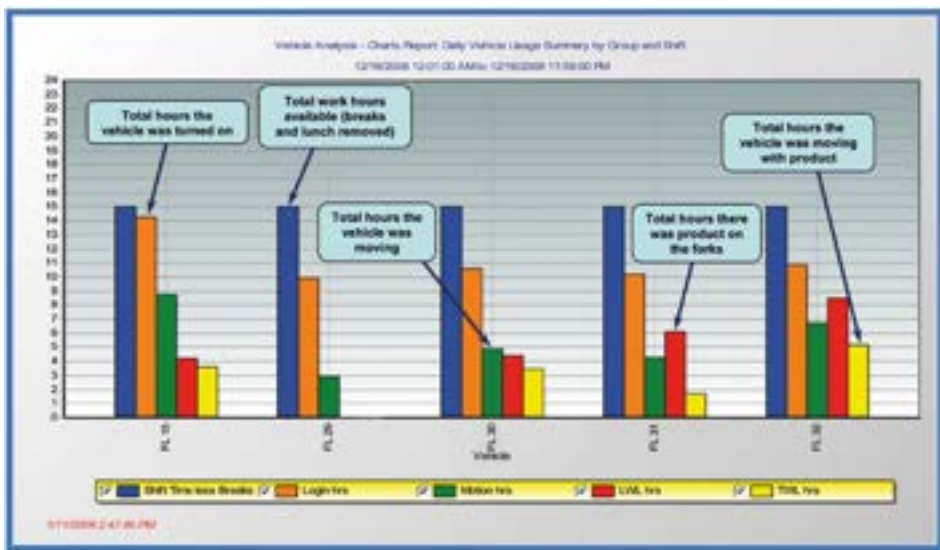
Our most advanced fleet management program, iWAREHOUSE, is the only comprehensive fleet optimization technology that enables you to reduce operating costs from 10% to 30%.

Use iWAREHOUSE to transform critical real-time data into intelligent, actionable reports on truck utilization, repair costs, parts usage, damage and any other cost drivers. With iWAREHOUSE you make decisions based on the facts.

- › Right-size your fleet via dynamic utilization reporting
- › Actionable maintenance tracking
- › Battery management
- › Electronic compliance with OSHA daily checklist requirements and licensing
- › Vehicle impact sensing
- › Abel Womack's experienced fleet management personnel work with customers to increase equipment utilization, reduce operating expenses, and optimize the fleet replacement process

Real-time equipment utilization reporting is the best way to improve operator performance and optimize fleet composition. Reports are configurable and can be specific to a truck, a type of truck, a shift, a location or an entire fleet. The Gateway provides the ability to access information whenever you are on the internet.

Telematics can make a huge *difference*.



# Choose The Right Raymond Fleet **Reliable.**



For all your material handling needs,  
Abel Womack has you covered.

## **Our Comprehensive Line of Industry-Leading Raymond Lift Trucks Includes:**

- › Reach Trucks
- › Swing-Reach Trucks
- › Orderpickers
- › Pallet Trucks
- › Tow Tractors
- › Automated Forklifts
- › 80 Volt Outdoor Electric Trucks
- › 4-Directional
- › Stand-up Counterbalanced
- › Sit-down Counterbalanced
- › Walkie Stackers
- › Raymond Basics

# For Your Business

# Durable. Efficient.

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discover the *difference.*



Abel Womack offers the complete line of Raymond electric lift trucks, power solutions and product support for all your equipment.

Our customers trust us to specify the right lift truck for the application, and provide superior service and support long after the sale. We also offer automated guided vehicles (AGVs) - mobile robots that help automate a manufacturing facility or warehouse.

Even more valuable to our customers are the expert fleet solutions we deliver. For every fleet, including mixed fleets, we assess key cost drivers and provide solutions that typically save our customers considerable time and expense.

## Sustainable Energy Consumption

As verified by independent third party testing, Raymond lift trucks are engineered to provide maximum performance while using the least amount of power - *anywhere from 13% to 40%!* Whether you use lead acid or lithium-ion batteries, fast charge systems or fuel cells, Raymond lift trucks provide more work for less. With Raymond's focus on **Eco-Performance** engineering, our power management is sustainable, saves money and just makes sense.

Sustainability can make a world of *difference.*



# Parts and Service That Keep You Up and

## The Innovation Difference

Utilizing the industry's most advanced tools, Abel Womack can efficiently maintain any manufacturer's equipment and is factory certified to service Raymond equipment. Our product support group is dedicated to maximizing uptime, keeping your fleet in proper operating condition and lowering your maintenance costs, 24 / 7 / 365.

The Raymond Asset Protection™ program is the best factory protection warranty in the industry. We can completely maintain your fleet for a low fixed monthly cost and find opportunities to further reduce hidden costs like poor driving habits or damage – all while reducing your administrative time. With Raymond Asset Protection you can select the coverage option that fits your fleet, then lock in with affordable, predictable service costs.

Here are a few of our innovative tools:

- › iTECH™ is the use of wireless technology, GPS and communications software to reduce costs by increasing the effectiveness of delivering maintenance services to our customers.
- › iPARTS™ is an extraordinary web application developed by The Raymond Corporation to increase the search efficiency of replacement parts for lift trucks.
- › iTRACK® provides maintenance details via actionable fleet maintenance reports.

All mobile team members are connected to email and voice.



# Running

## Service Metrics

- › Number of Certified Technicians. . . . . 130+
- › Average Response Time . . . . . 2.3 Hours
- › First Time Completion Ratio . . . . . 87%
- › Mean Time to Repair. . . . . 1.2 Hours
- › Parts Inventory per Van . . . . . \$10,000

Abel Womack service technicians use Toughbooks and proprietary software to create electronic service work orders. The completed work orders are then automatically emailed to the customer, making it easier to track and manage expenses.

Being online, technicians have mobile access to service and parts databases, for each specific unit, as well as other web-based maintenance tools - all to improve "on the spot" decision making and reduce repair time.

## Parts for any Material Handling Equipment

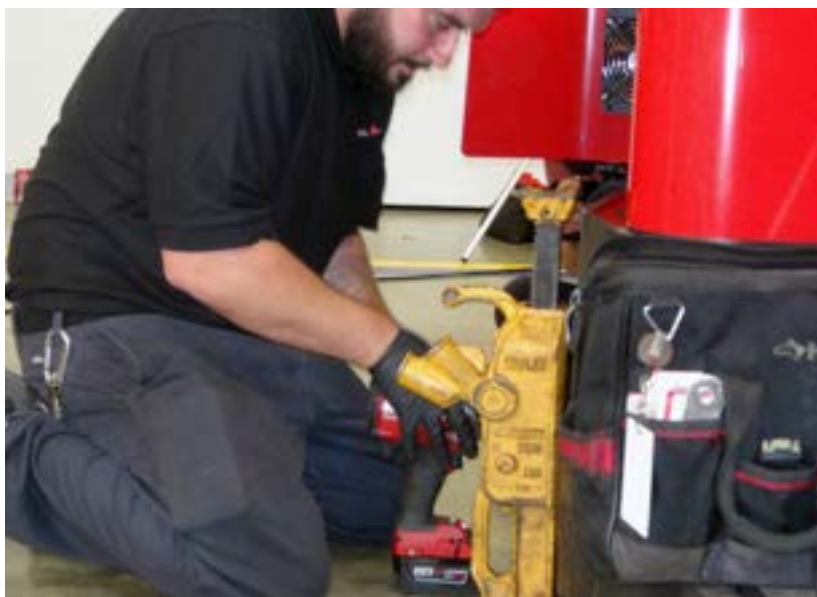
Abel Womack offers an array of precision engineered OEM and other parts for Raymond and any manufacturers lift trucks, Kardex Remstar carousels and VLMs, Hytrol conveyors, FANUC robots, as well as parts for just about any material handling equipment. We have:

- › \$3.5 million in inventory
- › Over 7,000 different SKUs
- › 98% fill rate with same day or next day delivery on stocked parts
- › Parts for all makes and models of lift trucks and other equipment
- › Access to 750,000 SKUs through our Supplier Network
- › Three large modern parts call centers and distribution facilities
- › Complete line of OTR (other than Raymond) parts
- › DuraSource non-OEM brand

If we don't have the part you need, we'll find it.

**Effective product support makes all the *difference.***

*From OSHA compliance, operator recertification, Train the Trainer programs to Comprehensive Technical Training, we have your training needs covered.*





# Rentals and Pre-Owned

When the need comes along,  
Abel Womack provides you with the  
right solutions — the ability to rent  
or purchase a pre-owned lift truck  
that precisely fits your application.



# Solutions That Fit Your Budget

## Raymond RENEWED Certified, Pre-Owned Forklifts

Abel Womack proudly offers the full line of Raymond RENEWED™ Certified, Pre-Owned forklifts, each reconditioned to Raymond's exacting standards by factory-certified technicians with OEM parts. Only top-performing trucks are selected to undergo our rigorous quality renewed process that covers all aspects of the truck from structure to paint. Get an exceptional value with Raymond RENEWED from Abel Womack.

## Rebuilds and Rentals to Supplement Your Fleet

Our Rental, Usage and Leasing Programs offer flexible alternatives that reduce term commitments, keep capital fluid, and even offer the ability to exchange equipment as your needs change.

Abel Womack can recondition your forklifts to ensure you have the equipment you need, when you need it, at a price you can afford. Like a new one, most of our reconditioned forklifts are offered with multi-year fixed price maintenance - so the risk is all on us.

## Abel Womack Offers a Range of Financial Programs to Suit Your Needs

As your trusted partner, we work closely with you to provide the financing that best suits your budget; customized, flexible and convenient.

With consolidated monthly invoicing, our customers can focus on their own business, instead of managing their fleet. Customers benefit by reducing administrative efforts and removing unexpected repair costs from their operating budgets. We seek to understand our customers' unique business challenges, and apply our considerable resources, experience and creativity to designing programs that get them the equipment they need, only when they need it, and at the lowest possible cost.



## Rental and Leasing Options

Abel Womack offers easy and convenient rental and leasing options to suit your preference:

- › Short and Long Term Lift Truck Rentals on new, rebuilt and pre-owned equipment plus leasing options tailored to your specific situation

## Usage Programs: The Flexibility You Want

Usage is an intelligent option to consider in this fast paced and ever-changing world. It was developed to provide our customers with the agility they need as their operations change over time.

- › Low, fixed monthly payments
- › Flexible terms and conditions, often with return or equipment swap options
- › Full maintenance options as part of a fixed monthly payment
- › Minimize balance sheet liabilities and, in some cases, enjoy tax advantages

*Agility can be the competitive difference.*

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discover the *difference.*



## Your Most Valuable Asset Not On Your Payroll...

Driven by a century of proven expertise, our vision is to have so much *game*, everyone wants to partner with us. We will continue to work hard to achieve that vision and look forward to our next opportunity to work with you.

If we can be of service, contact us at 800.554.2887 or email us at [solutions@abelwomack.com](mailto:solutions@abelwomack.com).

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