



The Associate

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Print Cylinder VC Opportunities

Printers print on various materials, from paper and plastic to functional surfaces such as decorative items and building products. This includes wall coverings, coated fabrics, decorative laminates, graphic arts and industrial films, commercial roofing membrane systems and heat transferred printing paper. The printing industry is as diverse as the market they serve and the materials they produce.

Any printing facility utilizing multiple print cylinders offers an opportunity for a J & D Associates Print Cylinder Vertical Carousel (VC). Print Cylinders are usually stored on static racks and in wood crates. The potential for damage to the cylinders is significant. The cylinders are retrieved by stacking and unstacking them using either a hand truck or a forklift. Cylinder retrieval using this method is difficult at best. Personnel are exposed to safety issues and cylinders were at risk of loss or damage.

Often, after purchasing their first Print Cylinder VC and realizing the value and ease of handling their print cylinders, additional Print Cylinder VC's are then purchased! They are set side by side for quick and safe retrieval of the company's expensive Print Cylinders.



Print Cylinder VC Installation

The printing industry is diverse in their print applications. Handling Print Cylinders safely, ergonomically and easily is something J & D Associates can bring to printers. Do you have a print customer that could benefit from J & D Associates Print Cylinder VC? Think J & D Associates and GO VERTICAL!

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Choker Sling Carriers



Mid-Atlantic Packing Supply Goes Vertical



Mid-Atlantic Packaging Supply (MAPS) has been providing printed and unprinted packaging material solutions since 1986. MAPS 30,000 square-foot facility operates under the cleanest and safest conditions in the industry. MAPS equipment is maintained through the use of new, state of the art equipment, well trained operators and consistent, documented quality control procedures.



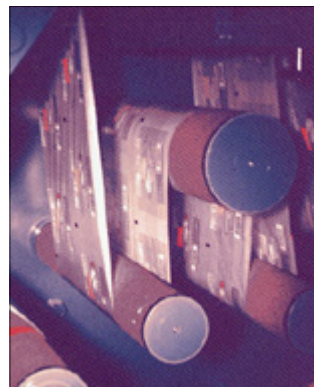
MAPS was going through growth at their facility and floor space was becoming a premium. MAPS needed a solution to efficiently store and access their average use print cylinders. They were storing their high use cylinders on small racks next to the printing line. All the rest of the cylinders were stored on pallet racks or on stationary racks aisles away from the print line.

MAPS contacted J & D Associates and Sales Manager, Ron Gudinas, visited their plant. Upon inspection of the MAPS facility, Ron spotted a partitioning wall just a few feet away from

their printing line. This was utilized as the perfect spot for the average use print cylinders as the location had sufficient width and height to maximize their vertical storage.

J & D Associates sold MAPS 2 Print VC's with the choker sling carriers. In a footprint of 30" L x 6'3" D x 18' 7" H, J & D was able to store 112 cylinders (56 in each carousel) just a few feet away from the print line in a space that was previously unoccupied. This gave MAPS enough capacity to store all of their medium use cylinders and allow for a bit of expansion, which was important for a growing company like MAPS.

This also allowed MAPS to free up space and clear aisles to prevent possible safety hazards. As a result, MAPS had all of their high end use and average use cylinders within a few feet of the print line and the low use cylinders stored close on a pallet rack. Cylinders averaged 100" overall length x 7" outside diameter and averaged 175 lbs. in weight.



J & D Supports Rapid Service Growth with FS-Plus

J&D Associates, located in Middletown, Pennsylvania, is the industry leader in the manufacture of vertical motorized storage systems, carousel storage, industrial shelving, industrial storage, and commercial shelving. J&D is a division of United Fixtures / Interlake (UFI). UFI is the newly combined entity formed by the merger of two successful and forward thinking industry leaders.

“Being multi-site and having over 50 technicians in the field—not including the subcontractors we partner with—it was critical that we have a service system in place that could accommodate some very service-intensive requirements we had. FS-Plus was able to do just that. We have increased the speed and accuracy of information flow between many members of our organization—from our customer technicians, to our subcontracted partners, back to management who is constantly reviewing this information to determine ways to make our processes even better.”

*Melody Schlenker
Information Technology Mgr.*

Interlake Material Handling is the premier manufacturer of steel pallet racks in the Americas, serving the bulk storage needs of warehouses, distribution centers and manufacturing operations by offering the broadest selection of pallet rack solutions in the market. The former United Fixtures Company consists of National Store Fixtures—the second leading provider of steel storage racks and leading provider of such to retail stores, J&D Associates—the leading provider of industrial and retail carousels and related products and Retail Service Solutions—a high quality provider of installa-

tion, repair and maintenance service programs for retail customers including Home Depot, Office Depot, BJ's and T.J.Maxx.

Business Goals:

J&D required an efficient way for its Customer Service Team located in the Middletown headquarters to take calls from its retail customers for fixture installation, repairs, and maintenance. J&D also needed to capture accurate data, record incidents, create Service Request Orders (SROs) against those incidents, and then relay this information on to Retail Service Solutions (RSS) and independent subcontractor partners across the country.

Field technicians could then be dispatched to respective customer sites to complete the necessary job. A system was also needed that could provide alerts on preventative maintenance scheduling as well as manage service warranty contracts. Mobile access was also critical to improving the accuracy of data recording and reporting of work information completed in the field and sent back to the home office central data depository for back office reference and historic account look-up.

FS-Plus Helps J&D Meet High Demands of Industrial and Commercial Customers.

The Single Source Product:

FS-Plus has a proven track record for helping companies manage and maintain critical assets. It improves efficiencies by allowing a smooth flow of information between departments, eliminating bottlenecks in the



J&D Associates manufactures and services a wide range of vertical motorized storage systems for industrial and commercial markets. FS-Plus enables efficient management of the break/fix and preventive maintenance services these complex units require.



service operation and providing for the cost-effective use of resources. FS-Plus also tightly integrates to Infor ERP SyteLine back-office financials, purchasing, inventory control, costing and management reporting. Total visibility enables managers to analyze key performance indicators and service operation metrics throughout the organization.

Continued next page

“The technology and service capabilities of FS-Plus and SM-Plus Mobile enable us to be cutting edge, setting us apart from other smaller, less sophisticated service providers.”

*Melody Schlenker
Information Technology Manager*

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FS-Plus (continued)

Business Results:

With FS-Plus, the J&D Customer Service Department has been able to significantly improve efficiencies in its call center operations, streamline the data collection process, improve resource scheduling and dispatch, better track equipment and customer-specific service history information and shrink open service call cycle time. SM-Plus Mobile allows J&D field technicians servicing equipment across the U.S. to access information from a specific job site, view customer service history and warranty information and record services performed, including parts used. J&D can also enter new incidents and update SROs right at the customer site, significantly saving time and increasing data entry accuracy. FS-Plus and SM-Plus Mobile allow J&D to deliver total, responsive service while optimizing resources, customer satisfaction and profitability.

About Single Source

Established in 1985 as an information technology con-

"Our service business is made up of a mix of self-performed work, balanced by subcontracted work completed by a small group of service partners. The mix fluctuates based on the particular project or work to be done, but we generally self-perform more than 65% of the service business we do. With FS-Plus in place, we can comfortably and confidently continue to grow our in-house service business and manage subcontractors."

Melody Schlenker
Information Technology Manager

sulting and software development company, Single Source develops and supports software designed to improve operational efficiencies for mid-sized manufacturing organizations. Customers attest to unmatched levels of support, including phone support, product enhancements, service packs, web-based support, training, consulting and custom software development services. Single Source is a Microsoft Gold Certified Independent Software Vendor (ISV) and serves more than 600 Syte-Line customers worldwide helping them improve efficiencies and maximize profitability.



With so many customers requiring on-site maintenance and service, equipping field technicians with mobile devices and SM-Plus Mobile has allowed J&D to improve cost effectiveness and enhance customer satisfaction.

"Service made up 60% of our gross revenue in the 2007 fiscal year. Service revenue grew by more than 62% over that time. Single Source's FS-Plus affords us the opportunity to raise the bar higher on the service side of our business and gain even more market share."

Melody Schlenker
Information Technology Manager