

# BANKS INDUSTRIAL GROUP CASE STUDY

## Supplying Safe Solutions... *Quickly!*

## E-Commerce Fulfillment Center



**BANKS  
INDUSTRIAL  
GROUP**

A Publication of Banks Industrial Group

# Banks Industrial Group Case Study - Supplying Safe Solutions... **QUICKLY**

## E-COMMERCE FULFILLMENT CENTER

### Customer's Vision

"To exceed customer expectations with the fastest delivery possible."

### The Fulfillment Center's Challenge

Telescoping conveyor belts service multiple truck loading docks at this facility. When extended, these conveyor belts limit foot traffic access for loading staff to service jams on conveyors, communicate with supervisory staff and use break facilities.

### What was the impact of that challenge and why was it so important to solve?

The conveyor setup required staff to walk significant distances to find safe access paths to perform daily functions or even simple tasks just out of reach from the conveyor belts. Given sustained daily operations, especially during the holiday fulfillment season, these small obstacles added up to a significant inefficiency for the loading staff. The center sought to process a million packages per day during the holiday spike. Given that kind of volume, tiny inefficiencies can pressure or impede the center's ability to deliver on its fulfillment promises.

### How did Banks Industrial Group (BIG) solve this issue?

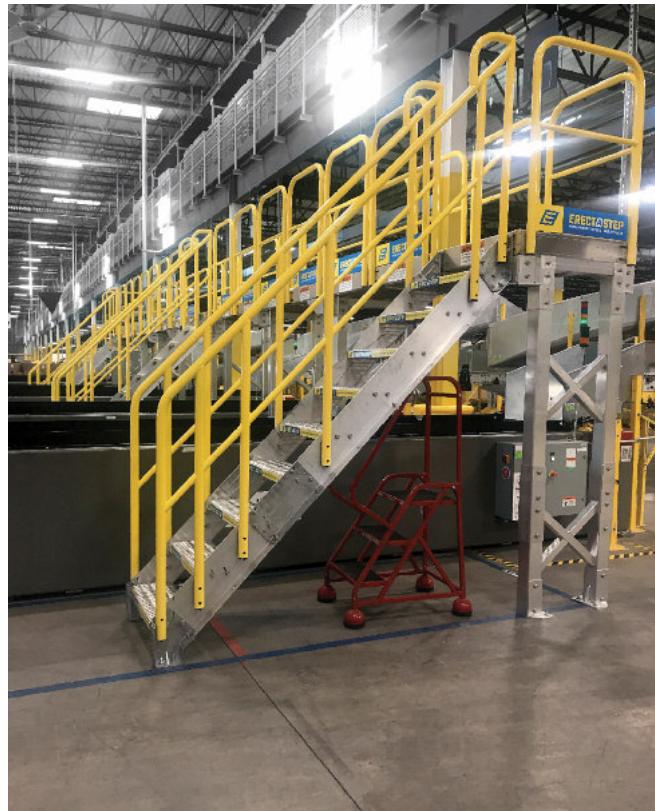
#### What was the outcome?

Banks Industrial Group pushed the fulfillment center closer to its vision and assisted in its mission statement by:

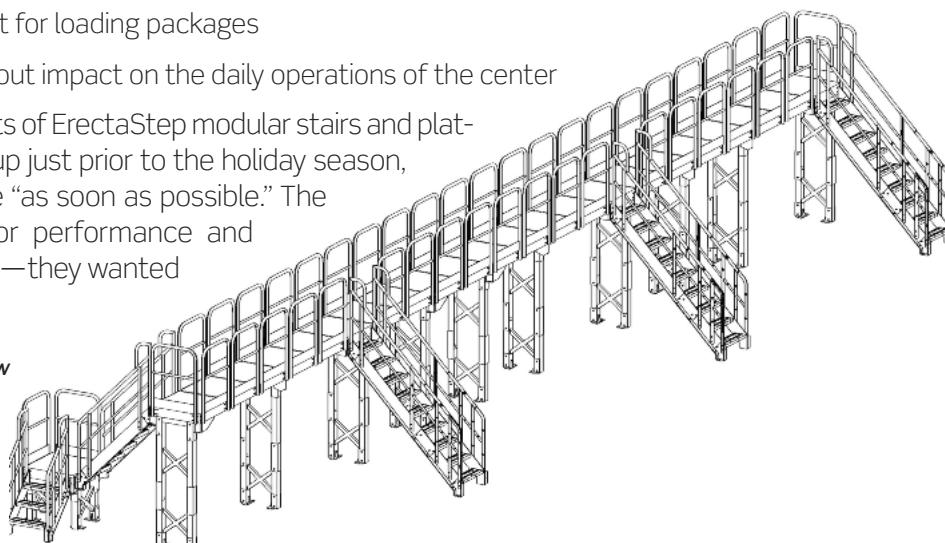
- ◆ removing obstacles to efficiency for that center's loading staff
- ◆ providing a safer environment for loading packages
- ◆ installing their solutions without impact on the daily operations of the center

Client engineers sought three sets of ERECTA STEP modular stairs and platforms from Banks Industrial Group just prior to the holiday season, with a targeted installation date "as soon as possible." The client emphasized the need for performance and schedule in solving their problem—they wanted to solve the problem **QUICKLY**.

*ErectaStep's modular components allow systems to be designed and drawings generated in under a half-hour.*



*Side view of the crossover system showing aluminum stairs and support structure.*





*Modular parts from inventory made this solution flexible and fast.*

BIG responded by compressing the schedule in three ways:

#### **Scope and requirements definition and design time**

BIG analyzed hand drawings from the fulfillment center's engineers and created three platforms spanning almost 70 feet apiece using almost 100 modular parts for each structure. Client engineers received drawings of each platform in a matter of days from the initial scope definition.

#### **Order processing, fabrication and delivery**

BIG took the parts from inventory, loaded it so that the only footprint BIG's team needed during installation was a single loading dock and a small footprint of floor space, minimizing the impact on the fulfillment center. The time elapsed from receipt of purchase order to delivery took less than a week.

#### **Installation**

To accommodate client operations, BIG sent extra labor onsite to complete installation in only 5 days. As a testament to the flexibility of the ErectaStep product, BIG's team reconfigured the design onsite twice at the request of the fulfillment center's operational team: once to adjust to an error found in their original drawings, and once more to accommodate access needs. In the process, BIG refunded money for unused parts and *lost no time* in installation due to change orders.

#### **The End Result:**

- ◆ BIG completed the work in 5 days compared to the three weeks in the original proposal.
- ◆ Accommodated two configuration changes on site with zero delays.
- ◆ From receipt of the purchase order, BIG completed the work in only 15 business days.
- ◆ Client's operations staff can transit their work area freely and safely on OSHA-compliant stairs.

#### **Want to Learn More?**

##### **Visit our website:**

[www.banksindustrial.com](http://www.banksindustrial.com)

##### **See how we design our stairs so quickly:**

<https://youtu.be/PEB7Bt5RYFM>

##### **See the full Erectastep catalog:**

<https://hubs.ly/H0bhQqK0>



**Gary Banks** is the President of the Banks Industrial Group (BIG), and **Dave Arnhold** is the Product Manager for ErectaStep. Since 2003, BIG has kept industrial facilities across the northeast operating efficiently, reliably and safely through their preventative and corrective maintenance services. Visit us at [www.banksindustrial.com](http://www.banksindustrial.com) to learn more about how BIG can help you solve your industrial problems.

## SOME OF OUR POPULAR ERECTASTEP CONFIGURATIONS

With our 5 components; Aluminum Steps, Work Platforms, Industrial Handrails, Aluminum Ladders and Tower Support, our stairs can be configured for nearly any industrial, warehouse or manufacturer scenario.

Please call us with any questions about your design. Our experienced customer service representatives are ready to help you with sizes and specifications.



3-Step Industrial Crossover



6-Step Industrial Crossover



Low Access Maintenance Work Platform



Multiple Level Step-up Platform with Ladder



6-Step Ladder Platform



Assembly Line Crossover



Catwalk Crossover with Ladder



Industrial Mezzanine Access

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**856-687-2227 • BanksIndustrial.com**

PO Box 382 Berlin, NJ 08009