

STORAGE & DISTRIBUTION
TRANSPORT & LOGISTICS
CONSTRUCTION MATERIALS
PAPER & PACKAGING
FOOD & DRINK
PORTS & TERMINALS
MANUFACTURING
HEAVY INDUSTRY
PHARMACEUTICAL
CHEMICALS



**STRONG PARTNERS.
TOUGH TRUCKS."**

BABCOCK INTERNATIONAL GROUP



LOCATION

**Plymouth,
UK**

Across the Devonport
Royal Dockyard and
Naval Base site

2016

BACKGROUND

Babcock provides 24/7 support for the largest naval base in Western Europe, where many of its 80 Hyster® forklift trucks are operating on a multi-shift basis.

"Our trucks have diverse roles across the site as we have almost every type of materials handling operation here, from ship maintenance to logistical ship support," says Mark Jackson, Logistics Centre of Excellence Manager, Babcock International Group.

"Our focus is on maximum truck availability and reliability in a port environment which can be tough on trucks."

HOW DID HYSTER HELP?

1. Working closely with Babcock to understand the unique needs, the Hyster dealer identified the tough Hyster® trucks best suited for each different application, while helping to maintain efficiency and manage costs
2. For convenient, automated fleet management, the trucks have all been fitted with the Hyster Tracker telematics system
3. Two engineers are based permanently on site to provide support



EQUIPMENT SUMMARY

The fleet management system helps manage 80 forklifts and other trucks, including:

- > REACH TRUCKS
 - > ELECTRIC COUNTERBALANCE TRUCKS
 - > PALLET TRUCKS
 - > **ICE TRUCKS (VARIOUS)**
 - > HIGHER CAPACITY LIFT TRUCKS
 - > **VERY NARROW AISLE (VNA) MACHINES**
- ...AND MORE

FEATURES AND THE BENEFITS BROUGHT TO THE BABCOCK OPERATION

- > Using the Hyster Tracker telematics system has automated control of the fleet, helping to support existing processes which focus on safety and efficiency.
- > With several hundred drivers, many of which are multi-skilled to operate various equipment within the fleet, Hyster Tracker ensures that only appropriately trained drivers can use the equipment by presenting their RFID site security/ID card.
- > The Hyster Tracker system transmits a range of data from the trucks via GSM which can be accessed via a secure online portal, HysterTracker.com. This portal allows clear, customisable reports, tables and graphs to be viewed and created.
- > The data helps managers to enhance productivity, control costs and optimise their fleet using accurate business intelligence. Babcock can see trends and peaks. Some trucks are used less frequently for very specialised operations, and the reporting helps to manage asset decisions according to over or under-utilisation.
- > The system can also enforce pre-shift safety checks requiring the operator to complete a series of verifications on a control panel before a truck can be started. It reassures Babcock that drivers are complying with all legal requirements to carry out appropriate checks before starting work.
- > Should any issues be identified in the pre-shift check or through the fault code monitoring feature, Hyster Tracker ensures they can be addressed immediately, helping to reduce potential downtime. Automated email alerts can also be produced in the event of an impact to help investigation and management
- > The idle shutdown function is used to power off trucks after a pre-determined amount of time, helping to monitor and reduce fuel and power costs.
- > Sea salt, seagulls and weather extremes are tough on trucks, particularly for those parked on the sea wall, so the build quality of the Hyster® equipment is very important. Features such as oil immersed brakes have helped Babcock maintain maximum availability of the fleet in tough and challenging applications.