



## RAISING THE BAR



# RAY-MONT LOGISTICS

**R**ay-Mont Logistics provides seamless integrated logistics solutions to facilitate the international trade of containerized cargo. Its terminals handle and containerize agricultural products, plastic resins as well as other commodities. The company's commitment to quality and customer satisfaction has driven exceptional growth. In a little over a decade, Ray-Mont grew from a single terminal in Montreal to the largest exporter of containerized goods in Canada, with operations coast to coast and more than 400 employees.

**CHALLENGE:** Support growing container volumes without using excess space or compromising freight forwarding service levels

**SOLUTION:** Hyster ReachStackers capable of stacking six containers high and standing up to harsh duty cycles

**RESULTS:** Operation runs 24/7 and handles over 560,000 containers annually

## // THE CHALLENGE

In order to handle the growing container volumes, Ray-Mont sought to maximize capacity at each of its terminals. To do so, the company applied high-density warehousing principles to the port terminal setting – building up, rather than out – stacking six containers high to maximize storage square footage. This approach has been continuously refined over time, with the company optimizing layouts and even exploring AI technology to help drive the most efficient container movements possible.

Heavy-duty equipment is a critical piece of Ray-Mont's terminal logistics puzzle. The ability to lift containers to great height and move at an angle is vital to enabling the company's dense storage strategy. Furthermore, 24/7 terminal operation requires a robust solution, capable of standing up to harsh duty cycles without demanding maintenance requirements or unplanned service issues.



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### // THE SOLUTION

To keep containers moving efficiently, Ray-Mont turned to their long-time material handling partner and local Hyster® dealer, Wajax. Wajax recommended ReachStackers as a central tool in Ray-Mont's container handling operation to load and unload trains, move containers in and out of storage and more.

"For us, the ability to stack six containers high is a mission-critical capability, but most ReachStacker suppliers shy away from that," says Michael Cantera-Larkin, Vice President, Terminal Operations, Ray-Mont Logistics. "Combine that with the necessary level of versatility for our operators to work efficiently and meet performance requirements in our storage framework, and that's what we need."

The Hyster® RS46 ReachStacker emerged as the right tool for the job. Its ability to lock on a container, shift the load, rotate the spreader and move containers at a 45-degree angle brings the versatility operators require to work effectively in high, tight storage layouts.

With a year-round operating schedule and intense productivity requirements, Ray-Mont also needed equipment capable of standing up to very intense duty cycles. The company runs its ReachStackers over 5,000 hours every year and handles 1,550 containers every day, such prodigious use that Hyster collects data from Ray-Mont as a benchmark to help inform product development.

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*"Our machines run pedal to the metal, 24/7. They only sit still to refuel or when the operator takes a break. When I talk to contacts elsewhere in the industry, they can't believe how hard we run our equipment, but the Hyster is up to the task – it's a tank."*

**MICHAEL CANTERA-LARKIN,**

VICE PRESIDENT, TERMINAL OPERATIONS, RAY-MONT LOGISTICS.

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For regular preventive maintenance and other service needs, Ray-Mont leans heavily on Wajax. While Ray-Mont has in-house personnel capable of handling minor tasks, Wajax has a level of expertise and familiarity with the equipment that enables fast, efficient service calls.

"Wajax gets things done much faster than we could, and more efficiently – no overspending on unnecessary parts and things like that," says Cantera-Larkin. "We leave service to the experts and keep our operators focused on their core jobs. Wajax really cares about our success and delivers the full package of equipment, parts and service, all in a timely manner."





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**MICHAEL CANTERA-LARKIN,**  
VICE PRESIDENT, TERMINAL OPERATIONS,  
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### // THE RESULTS


Over the years, the combination of Hyster ReachStackers and Wajax service and support have proven their worth as critical components of Ray-Mont's success. From Montreal in the east to Vancouver and Prince Rupert out west, every terminal depends on Hyster equipment to play an important role in the company's continued growth, combining to handle 560,000 containers annually.

"We could have entertained cheaper equipment, but other brands just can't hold up," says Cantera-Larkin. "They all lift the same thing, but the components are not the same. You can tell when suppliers cheap out on things or cut corners, and what they provide just isn't Ray-Mont strong."

Fast movements and quick execution push equipment to its limits. But despite the harsh duty cycle, the Hyster ReachStackers are up to the task, helping handle 1,550 containers across the enterprise, day after day.

Ray-Mont credits Wajax and particularly the work of their dedicated Big Truck Product Specialist as a cornerstone of their success.

"Wajax gets it done. They're easy to work with on sales, then they stick around and continue to look after us," says Cantera-Larkin. "It's rare to be able to call up a supplier who really cares, and time after time, Wajax proves that we can count on them."

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