



## Vertical Carousel System Provides an 80% Productivity Increase for Automotive Dealership

### Features and Benefits

Increased picking efficiency

Saved over 1000 sq. ft.

Expanded storage capabilities

Enhanced Customer Satisfaction

**Industry Group:** Order Fulfillment  
Solutions (OFS)



Efficiency in picking parts is ideal when it comes to running an automotive dealership especially when 60% of a company's volume stems from the parts counter. With an expansion in process, an Arizona Jaguar-Porsche-Audi dealership found it difficult to support the growth without expanding the parts storage facility. Aiming to reduce picking time and improve picking order efficiency as well the dealership replaced their existing process with a vertical carousel system that uses pick lights and inventory management software.

The dealership's current parts department consisted of a basement and three mezzanine levels adding up to a total storage space of 4800 square feet. The dealership was running out of space using the static steel shelving they had in place. Installing a Vertical Carousel not only saved over 1000 square feet; the small unit footprint makes vertical carousels especially valuable for point of use storage applications such as parts counters in this dealership, it also increased productivity to 80%.

The old conventional storage system that the dealership had in place required order pickers to spend much of their time searching aisles for items but now with the vertical carousels in place they allow quick access to parts via a system of rotating carrier shelves that bring the exact pick or store position to the operator. The vertical carousels allow for quick access to goods via a system of rotating carrier shelves that bring the exact pick/store

position to the operator. A good example of the efficiency of the system at the dealership is a routine 30,000-mile service. The service technician first enters a parts requisition on an individual terminal, he then gets the car and drives it to the service bay. By the time he has done this, the parts he needs for the job have been retrieved from storage and have been delivered to the bay by a parts runner. Average processing time for a parts order is about four minutes, including delivery to the bay.

Putting a vertical storage and retrieval system into the Arizona Jaguar-Porsche-Audi dealerships allowed them to not only expand its storage capabilities but helped improve service efficiency as well. When integrated into an existing inventory control system, parts retrieval speed increased significantly and they were able to effectively enhance their customer service.

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