iW

iWAREHOUSE®

SCALABLE TELEMATICS FOR MEASURABLE IMPROVEMENT

EXPECT MORE FROM YOUR TELEMATICS SYSTEM

Scalable, flexible, and customizable, iWAREHOUSE is the most complete telematics solution available. Designed with the industry's most comprehensive range of capabilities—that can be activated or turned off to suit your needs—iWAREHOUSE Evolution is a powerful solution to better manage equipment, powered industrial vehicles, and operators. This scalable platform evolves with your changing business needs, so you can continuously improve efficiency and productivity while identifying opportunities to reduce costs.

Compatible with hundreds of makes and models of powered industrial vehicles, iWAREHOUSE puts critical, real-time data about your entire fleet at your fingertips. All through a single portal accessible from any web-enabled device, anywhere, anytime. So whether you're running one brand of vehicles or a mixed fleet—in one warehouse or many—now you have the ideal suite of analytics tools to run better and manage smarter.

iWAREHOUSE. More intelligent business information.

SCALABLE SOLUTION.

ACTIONABLE INFORMATION.

THE SCALABLE, TOTAL
TELEMATICS SOLUTION

From maintenance tracking to enterprise-level telematics, iWAREHOUSE
is the most comprehensive solution available. But it's not just about offering
greater functionality. It is also about delivering greater flexibility—adapting to the
changing needs of your business, from shifting strategies to cost-saving initiatives.

iWAREHOUSE Evolution is a single, scalable fleet telematics platform that offers a
menu of options that lets you scale the system to your specific needs. Simply subscribe
to the capabilities you want, knowing you can add to your solution at any time for complete
flexibility. Upgrading from the standard offering to a more encompassing solution can be done
quickly, easily, and cost-efficiently with little to no hardware or installation adjustments.

An easy-to-use, web-based interface puts fleet and operator data at the fingertips of all authorized
personnel for smarter, faster and more efficient decision-making. Don't have time to manage the
data? Professional Services—from report customization to KPI identification—are also available to
help you get the most out of your system.

Already installed on hundreds of different industrial vehicle models, iWAREHOUSE is
compatible with virtually every powered industrial vehicle. It is not only easy to integrate
into your operation, it also provides a single, simple interface through which you can
manage your entire fleet.

Give yourself a platform to improve operations and reduce costs — discover the
latest evolution in telematics.

iWAREHOUSE
E V O L U T I O N ™

ASSET AND MAINTENANCE MANAGEMENT
iTRACK®

CONSOLIDATED INVOICING

DEDICATED FLEET ANALYST

REPORTING AND ANALYTICS

FLEET UTILIZATION

SERVICE DISPATCH

CLAIM REVIEW

SERVICE ORDER ENTRY

OPERATOR AND FLEET MANAGEMENT
ESSENTIAL

ACCESS CONTROL

ELECTRONIC CHECKLISTS

MULTI-DIRECTIONAL TEXTING

ENTERPRISE ENCRYPTION

PERFORM OPERATOR FEEDBACK AND COACHING

CELLULAR DATA COMMUNICATION

FAULT CODE REPORTING

EVENT NOTIFICATION

IMPACT MANAGEMENT

EQUIPMENT AND OPERATOR UTILIZATION

2.4 AND 5 GHZ

WAREHOUSE OPTIMIZATION
ENTERPRISE

GEO-FENCING/GPS

LABOR MANAGEMENT SYSTEM

TASK SELECTION

MULTI-SITE SUPPORT

LOAD SENSING

LMS/WMS INTEGRATION

KPI IDENTIFICATION

OPPORTUNITY ASSESSMENT

CUSTOM TRAINING

PROFESSIONAL SERVICES

REPORT DESIGN & AUTOMATION

BATTERY MONITORING

GET MORE FROM iWAREHOUSE

iWAREHOUSE GATEWAY

Access your fleet and operator data from any web-enabled device, anytime, anywhere. Identify issues, monitor trends, dispatch service, monitor equipment utilization and operator performance—and more—from a single, convenient web portal.

PROFESSIONAL SERVICES

Get the most out of your data with a dedicated group of experts trained to provide fleet and warehouse evaluations, fleet utilization studies, custom reporting, and in-depth data analyses to help you make the most of iWAREHOUSE.

LABOR MANAGEMENT

Enhance your operations with a cost effective labor management solution that lets you address challenges more strategically by integrating equipment use and labor data with cost and budgeting information. We also offer engineered labor studies and guidance on establishing work process standards and employee incentive programs to help you optimize your labor resources.

TRACK YOUR ASSETS. CONTROL YOUR COSTS

If there's a cost associated with a particular asset in your organization, iTRACK can help you monitor and manage it. Quickly. Accurately. Completely. Vehicles, materials, assets, service, work orders, maintenance costs and response times are all tracked and reported, giving you more complete information and control over expenditures.

Easy to implement—with no hardware to install—iTRACK offers the most comprehensive maintenance-tracking capabilities in the industry, regardless of who performs the service. With iTRACK, you will always know the condition of your equipment, can predict when maintenance should be performed, and schedule work in advance to minimize the impact on productivity. iTRACK also provides a dedicated Fleet Analyst to help you make the most of the system, and can integrate with iWAREHOUSE Evolution for enhanced efficiency and scalability as your needs change and your business grows.

SERVICE DISPATCH

Instantly request service—from any provider—using any web-enabled device. View reports on asset status, maintenance history, work order response time, and downtime. Automated work order generation enhances administrative accuracy while simultaneously cutting costs.

REPORTING AND ANALYTICS

The iWAREHOUSE GATEWAY web portal provides 24-hour access to decision-making data, enabling you to make better decisions on how to best manage your assets. View total cost reports by asset, asset class or location, as well as dispatch, trend, and maintenance reports.

CONSOLIDATED INVOICING

Simplify and reduce the cost of administration and ensure billing accuracy by producing electronic invoices—as frequently as you need—for all managed assets, with a level of detail customized to your enterprise systems and business needs.

DEDICATED FLEET ANALYST

With a dedicated Fleet Analyst at your disposal, you have a constant, experienced source of support to help you fully leverage the power of iTRACK. From helping you identify issues to recommending courses of action, your Fleet Analyst will get to know your business and tailor solutions to suit your specific needs.

DARIGOLD

50%

REDUCTION IN MAINTENANCE COSTS.

STANDARD REPORTS ALWAYS AVAILABLE WITHIN iTRACK VIA THE iWAREHOUSE GATEWAY

COST REPORTS

+ Cost per Hour Report
+ Total Cost Report
+ Exceeded Cost Report
+ Detail Cost Report
+ Rental Cost Report

MAINTENANCE REPORTS

+ Repair Report
+ Total Maintenance Report
+ Parts Report
+ Scheduled Maintenance Status Reports

DISPATCH REPORTS

+ Aging Report
+ Metrics Report
+ Asset Availability

TREND REPORTS

+ 12 Month Detail Report
+ Company Non-Detail Report
+ Rolling Comparison Chart
+ Recommendations Report

CFPM REPORTS

+ Contracted Parts Report
+ CFPM Report

ASSET REPORTS

+ Asset Report
+ Non-Lift Truck Assets Report
+ Fleet Report
+ Status Report

BUNZL NORTH AMERICA

REAL NUMBERS. REAL DIFFERENCE.

10%

SAVINGS
REALIZED BY TRACKING DATA ON MAINTENANCE TRENDS AND COSTS ACROSS DIFFERENT LOCATIONS.

"WE MIGHT SEE THAT THE NUMBER OF HOURS ON A PIECE OF EQUIPMENT MEANS IT'S TIME TO REPLACE IT, OR MAYBE WE FIND THAT WE HAVE MORE EQUIPMENT IN A FACILITY THAN WE NEED. THERE IS A LOT OF INFORMATION THERE THAT HELPS US BETTER MANAGE OUR EQUIPMENT AND COSTS, WHICH IS REALLY ESSENTIAL TO HELPING US BE SUCCESSFUL."

-JEFF EARNHART
Executive Vice President of Operations for Bunzl North America

THE ESSENTIAL TOOL FOR MANAGING VEHICLES AND OPERATORS

iWAREHOUSE Essential™ lets you manage all your powered industrial vehicles—in every location—as if you were right next to them on the facility floor. It's the ideal tool to make sure nothing slips through the cracks in today's regulated warehouse environments.

Enhancing the productivity of both operators and vehicles has never been easier. Nor has right-sizing your fleet to optimize the utilization of assets and personnel. Use the system to verify that drivers have access to the right trucks. Ensure that operator checklists are completed and stored for regulatory compliance. Monitor, record and report impacts. And diagnose potential service issues remotely. All from the comfort and convenience of any web-enabled device, anywhere, anytime. iWAREHOUSE can even be hosted remotely for easy adoption by businesses with limited IT resources.

MULTI-DIRECTIONAL TEXTING

Improve communication and increase efficiency by instantly sending messages to operators on vehicles and being able to receive programmed responses in return.

CELLULAR DATA COMMUNICATION

Since it doesn't rely on a your existing wireless network, iWAREHOUSE can be quickly and easily installed and implemented without taking time away from your busy IT department.

5 GHZ CAPABILITY

Enjoy greater network flexibility with the option to switch to a different wireless network if 2.4 GHz is overcrowded.

ENTERPRISE ENCRYPTION

Operate and communicate securely and confidently with a fully encrypted data network.

MASTERS GALLERY FOODS

REAL NUMBERS. REAL DIFFERENCE.

88%

REDUCTION
IN VEHICLE IMPACT REPORTS.

"I WAS AMAZED AT HOW QUICKLY iWAREHOUSE MADE AN IMPACT ON OUR BOTTOM LINE, AND TODAY IT PLAYS AN INTEGRAL ROLE IN OUR CONTINUOUS PURSUIT OF INCREASED PRODUCTIVITY."

-DAN MURPHY
Warehouse Manager, Masters Gallery Foods

EQUIPMENT AND OPERATOR UTILIZATION

Collect and track usage data on individual vehicles and operators—including hour meters—to help you better utilize equipment and labor. Optimize labor efficiency by tracking times associated with activities and tasks by operator to identify opportunities to improve productivity.

ACCESS CONTROL

Operator log-ins help ensure that only authorized and certified users have access to specified vehicles for greater asset and operational security. Remotely adjust parameters such as travel speed and acceleration, for complete control over your fleet and easier optimization of assets.

IMPACT MANAGEMENT

Immediate notifications of impacts (including operator, vehicle, time, and other critical information) are sent via text message or email for greater visibility and faster remedial action. The impact-related data provided by iWAREHOUSE helps you reduce costs due to product, racking, equipment, and facility damage.

FAULT CODE REPORTING

Automatic alerts (via email or text message) are sent to designated service personnel if a fault code is activated on an individual vehicle, pinpointing potential maintenance requirements so the technician can respond with the tools and parts to make a fast, efficient, first-time repair to minimize downtime.

ELECTRONIC CHECKLISTS

Compliant vehicle operation is facilitated by pre-shift electronic checklists that are completed by operators and saved in the system to meet regulatory requirements. Checklist customizability and conditional questions allow you to tailor forms to specific operators, equipment, and facilities.

REAL-TIME FLEET DIAGNOSTICS

Keep track of the overall condition of your vehicles with real-time truck diagnostic codes that are automatically transmitted to an in-house or outside technician for more timely, efficient, and accurate service.

A UNIQUE DEPTH OF INFORMATION ACROSS THE COMPLETE BREADTH OF YOUR ENTERPRISE

For managers who want the ultimate visibility into their fleet and warehouse operations, iWAREHOUSE Enterprise™ offers the ideal, comprehensive solution. Whether as a complete package or as individual capabilities, enterprise-level functionality can be added to your iWAREHOUSE solution as the needs of your business evolve.

Combining warehouse metrics with real-time operator and fleet data, the system gives you the information you need—when you need it—to take more proactive actions and make more impactful decisions.

From recommendations on right-sizing your vehicle fleet, to management solutions focused on optimizing labor efficiency, iWAREHOUSE Evolution gives you the most complete array of tools with which to drive asset utilization and productivity.

CHOOSE THE RIGHT FEATURES FOR YOUR BUSINESS

LABOR MANAGEMENT

For greater operational visibility and improved material flow and labor utilization, iWAREHOUSE offers a cost-effective labor management system (LMS) to identify areas of opportunity to save on labor costs, utilization, and processes.

TASK SELECTION

Easily identify opportunities for process improvement with the ability to track jobs performed on and off the truck for enhanced employee accountability, and confirm the appropriate use of vehicles for all applications.

LOAD SENSING

Get a more accurate picture of productivity by being able to tell when an operator is carrying a load versus traveling with empty forks.

MULTI-SITE SUPPORT

Combine and view data from multiple sites, and assign access privileges so managers can only view data relevant to their specific location, region or—if appropriate—the entire enterprise.

ENHANCED LOCATION TRACKING

Create zones where trucks are prohibited or have to travel at reduced speed, and track their travel to determine the most efficient routes through your warehouse.

REPORT CUSTOMIZATION

Review the data you want—in the format you want. Our Professional Services group will create custom reports for quick, easy viewing and analysis.

GENCO

REAL NUMBERS. REAL DIFFERENCE.

12%

REDUCTION IN PICK LABOR.

"WE WANTED TO GET OUT THERE AND CHIP AWAY AT THAT 70 PERCENT COST FOR LABOR IN ADDITION TO SAVINGS THROUGH REDUCTION OF EQUIPMENT, MAINTENANCE AND FACILITY DAMAGE. IF WE ATTACK THE BIGGEST ELEPHANT IN THE ROOM AND DECREASE A FEW PERCENTAGE POINTS IN LABOR COSTS, THE TOTAL TURNED OUT TO BE A SIGNIFICANT DOLLAR SAVINGS."

- BOB SIMON
Director of Process Solutions at GENCO

RELYING ON RELIABILITY AT ROMARK

Offering warehousing, packaging, and transportation services from seven locations across the U.S., Romark Logistics can load and unload as many as 170 tractor-trailers at a single facility each day. With that kind of throughput, the company's lift trucks and other industrial vehicles play a vital role in ensuring the operation runs—and remains—on schedule.

Recognizing the importance of its fleet, Romark turned to the iWAREHOUSE telematics platform for operational information on its trucks. By gathering real-time data, the company is better able to make management decisions, monitor maintenance, and encourage operator accountability.

"Having the capability to collect data is important", explains Ryan Ziegler, Director of Facilities Management, "but using that data to be both efficient and cost-effective is very critical. iWAREHOUSE allows us to do that. Previously, we would manually collect data from each of the trucks and then create a spreadsheet to use for further analysis. Today, iWAREHOUSE collects all the real-time data wirelessly and then generates reports we can use to evaluate maintenance costs and analyze causes of unplanned maintenance."

ROMARK LOGISTICS

"I CAN PULL UP REPORTS WITH INFORMATION NOT PREVIOUSLY AVAILABLE WHEN WE WERE GATHERING DATA MANUALLY. NOW WE CAN SEE WHICH LIFT TRUCKS ARE BEING USED AND WHICH ARE NOT, AND WHETHER TRUCKS ARE BEING USED EFFECTIVELY."
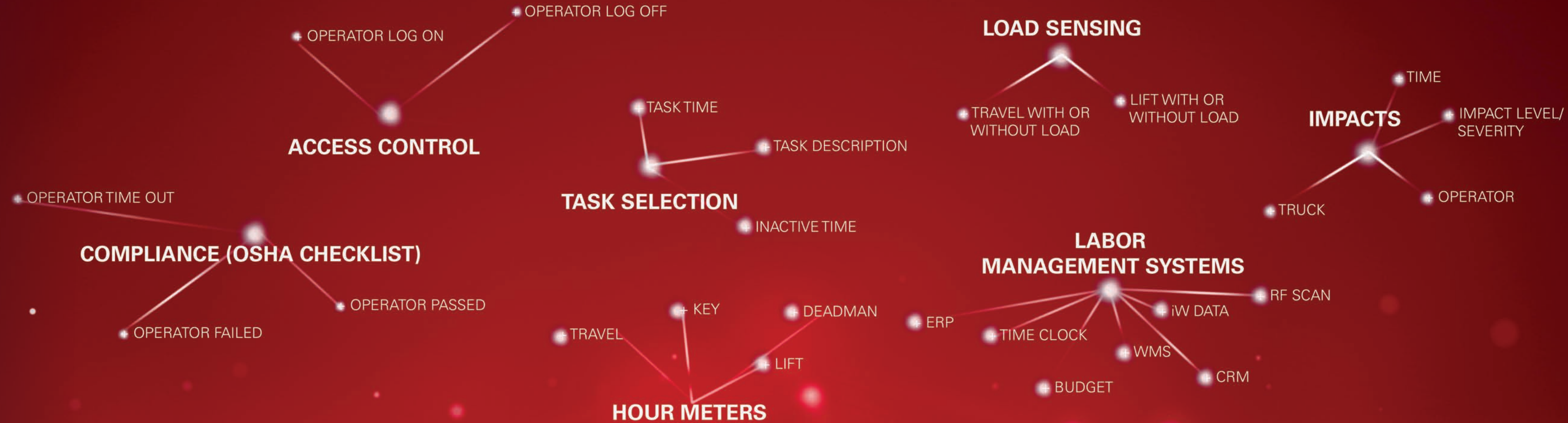
-RYAN ZIEGLER

Director of Facilities Management, Romark Logistics

YOUR GATEWAY TO FASTER, MORE INFORMED DECISIONS

The data and information from iTRACK and iWAREHOUSE is collected, stored, and easily analyzed through the iWAREHOUSE GATEWAY. This intuitive, secure web portal provides an enterprise-wide view of your material handling equipment, operators, and assets.

Accessible 24/7 from any web-enabled device, the iWAREHOUSE GATEWAY turns any desktop, laptop, tablet or smartphone into a management control center. The customizable dashboard displays critical information at a glance, giving you the option of graphical or text formats to simplify data identification and analysis.

ACCESS CONTROL
- OPERATOR LOG ON
- OPERATOR LOG OFF
- OPERATOR TIME OUT

COMPLIANCE (OSHA CHECKLIST)
- OPERATOR PASSED
- OPERATOR FAILED

TASK SELECTION
- TASK TIME
- TASK DESCRIPTION
- INACTIVE TIME

HOUR METERS
- KEY
- DEADMAN
- TRAVEL
- LIFT

LOAD SENSING
- TRAVEL WITH OR WITHOUT LOAD
- LIFT WITH OR WITHOUT LOAD

IMPACTS
- TIME
- IMPACT LEVEL/SEVERITY
- OPERATOR
- TRUCK

LABOR MANAGEMENT SYSTEMS
- ERP
- TIME CLOCK
- iW DATA
- RF SCAN
- WMS
- CRM
- BUDGET

DAILY ELECTRONIC CHECKLIST COMPLETIONS AND FAILURES

View the results of pre-operation checklists by operator or vehicle and maintain an electronic "paper trail" for regulatory compliance. Drill down into details of checklist completions and results including the question and answer that resulted in a failed checklist.

SHORT- AND LONG-TERM IMPACT DATA

Compare and contrast impact data for days, weeks, months or years to identify trends and areas of concern, and to facilitate preventive measures—from operator training to warehouse layout changes—to alleviate the problem.

RECENT AND HISTORICAL FAULT CODES

Analyze recent fault codes from vehicles—similar to those given by your car—to identify and address potential maintenance issues in a timely manner. Use this information to take a more proactive approach to reduce downtime and lower your maintenance operating costs.

VEHICLE AND OPERATOR UTILIZATION

Drill down to track and analyze individual truck and operator hour meters (login, travel, lift, deadman) and utilization rates, viewing usage histories to help you right-size your fleet and labor force, increase productivity, and get the most out of your operations.

BATTERY MONITORING

With iBATTERY®, monitor battery operating parameters across your entire fleet to avoid unscheduled downtime, maximize truck utilization, and extend the life of your batteries. Quickly identify undesirable battery conditions and areas of concern to facilitate discussions regarding warranty issues with your battery vendor.

MAINTENANCE MONITORING

Through the iTRACK module, analyze repair and maintenance costs and trends to track parts and labor expenses by individual vehicle, and to identify potential savings opportunities by facility or region.
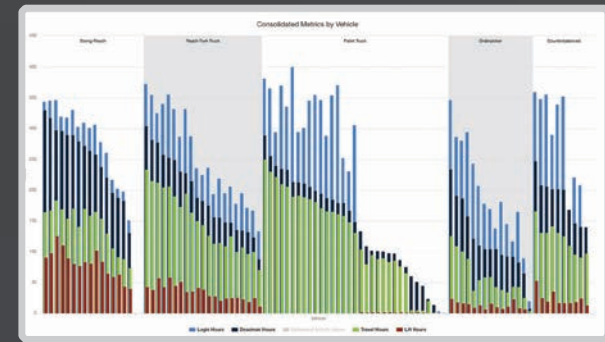

BUNZL NORTH AMERICA

"UNLESS THEY HAD THEIR OWN HOMEGROWN SPREADSHEET FOR TRACKING COSTS, MANAGERS AT EACH DISTRIBUTION CENTER WOULDN'T REALLY KNOW HOW MUCH A UNIT COSTS TO OPERATE. THEY COULDN'T ANSWER QUESTIONS LIKE 'HOW MANY HOURS AM I USING IT? WHAT'S MY COST PER HOUR?' ...WITH THE FLEET OPTIMIZATION SYSTEM, NOW THAT INFORMATION IS REALLY AT OUR FINGERTIPS."
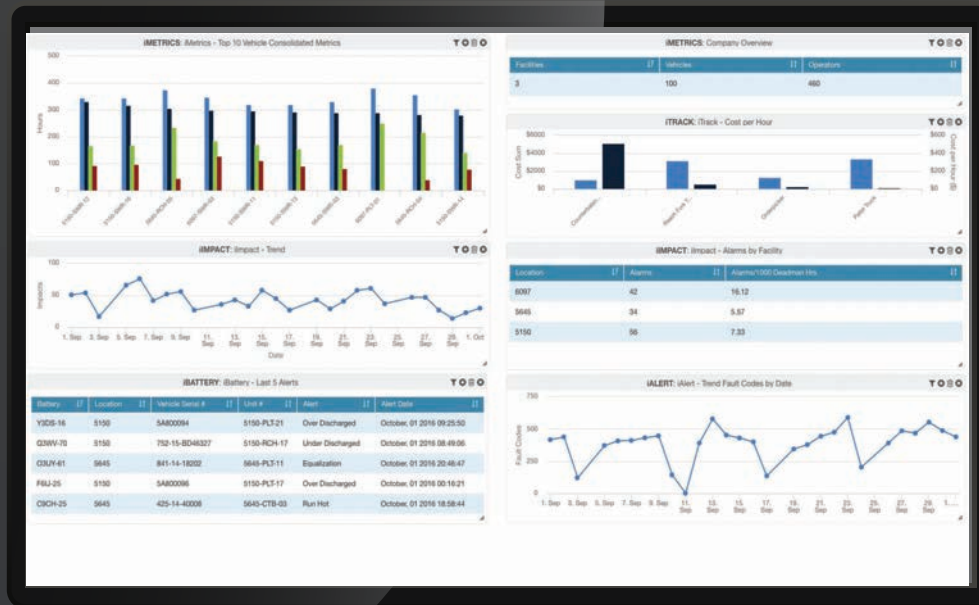
-JEFF EARNHART
Executive Vice President of Operations for Bunzl North America
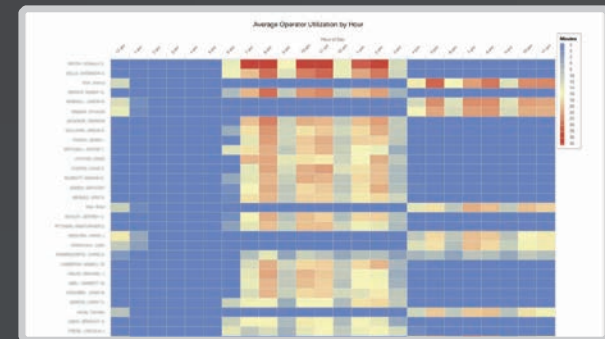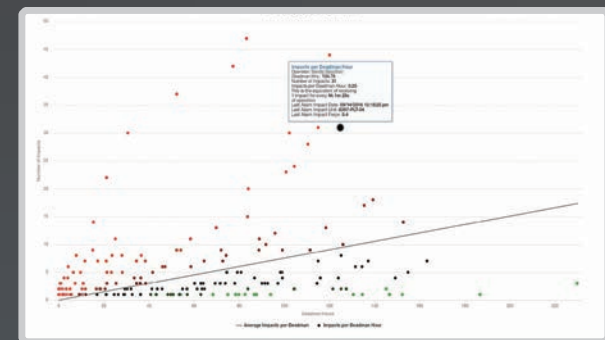
OPENING THE DOOR TO A NEW LEVEL OF VISIBILITY

View data in multiple formats, including graphical or textual reports to make it easy to identify and analyze information. Easy-to-use reports allow for active click-through from high-level to detailed data, and also allow filter, search and sort functions. graphical or text format to make it easy to identify and analyze information.

Review vehicle and operator utilization in greater detail. Easily see actual utilization by hour, including deadman or activity time, logged each hour by operator or vehicle, to quickly identify areas of opportunity to improve productivity.

The customizable dashboard view supplies critical information at quick-glance, including operator daily checklist completions and failures, impact data for the last seven days and year-over-year total impact comparison, recently triggered fault codes, key hours and deadman hours comparison by vehicle or operator, and battery state of health per vehicle location summary.

Impact reports allow you to easily find vehicles or operators of concern, and allow you to address issues requiring attention. Determine whether further training is required or if a change in the warehouse environment must be made.

IMPROVE THE WAY YOUR WORKFORCE WORKS

With labor costs continually on the rise, every minute of every day is getting more important to your bottom line.

To ensure maximum labor utilization, you need unobstructed sightlines into how employees are using their time. And that's exactly what you get with our customizable, scalable Labor Management System (LMS).

Easily integrated with existing technologies—including your WMS, time clocks, and ERP—the system can be tailored to your specific operation, providing exactly the data you need to objectively analyze employee performance, identify shortfalls, set standards, and increase productivity.

KEY LMS BENEFITS

+ Maximize employee utilization and productivity
+ Control costs
+ Increase margins
+ Enhance corporate culture
+ Keep your best employees
+ Make informed staffing decisions
+ Analyze trends for effective forecasting
+ Develop and implement best practices
+ Manage and motivate staff

LMS-LITE CAPABILITIES

The ideal entry-level LMS, our "Lite" solution offers visibility into where your labor dollars are being spent, allowing you to drill down from facility-wide data to specific departments, processes, and individuals. The system gives you the tools and resources to:
+ Drive out missing time
+ Minimize indirect time
+ Track throughput
+ Track productivity based on a single metric

FULL LMS SOLUTION

A comprehensive system offering broader and deeper capabilities than our "Lite" solution, our full LMS provides all the same benefits plus the ability to include data on costs by customer, "ship to", and other parameters. The system also includes additional layers of information and insight, enabling you to:
+ Maximize productivity with multi-metric labor standards
+ Increase employee engagement
+ Automate data capture with integration into your WMS

ENGINEERED LABOR STUDIES

To ensure you get the most out of your selected LMS, we offer ongoing labor studies to help you evaluate your processes and procedures. From establishing performance benchmarks and targets to developing workplace labor standards, we can tailor the system to your specific needs—and adapt it as your operation adds warehouses, workflows, SKUs, customers, and more.

THE HELP YOU NEED TO ANALYZE, OPTIMIZE, AND PRIORITIZE

With iWAREHOUSE Evolution, you have access to a wealth of invaluable operational information that lets you see what's going on, and where, at all times. But to make the most of that data, you need to understand the why and the how, and what can be done to improve efficiency—and profitability—moving forward.

That's why our Professional Services group offers tailored consulting services designed to help you get the most out of your data. Our experts in warehouse optimization are at your disposal to create a custom picture of what your data means, and how to use it to effect positive change. From helping you understand if your fleet is best suited for your application, to developing a plan to handle changing workloads, our consultants can help you turn deeper information into better outcomes.

KPI IDENTIFICATION

Collaborate with iWAREHOUSE consultants to identify the data most important to your operation and establish the best ways to track progress and measure success. Consultants can help you set up custom reports to measure and track specific key performance indicators (KPIs) to tailor the system to your business.

CUSTOM TRAINING

From operators and associates to management and supervisors, every member of your team can be appropriately trained on iWAREHOUSE to help them get the most out of the system, with ongoing feedback and coaching to optimize performance at all levels.

OPPORTUNITY ASSESSMENT

By performing periodic reviews of data and trends, iWAREHOUSE consultants can develop actionable plans to capitalize on the opportunities uncovered by the analyses.

REPORT DESIGN AND AUTOMATION

Learn how to set up automated reports tailored to your business—including shift times, inbound/outbound operations, and maintenance—and decide who receives reports and how often.

REAL-TIME INFORMATION REAL-WORLD VALUE

With iWAREHOUSE Evolution, you get more than just the industry's most complete, scalable, and customizable telematics solution. You get a commitment to excellence from one of the most respected and experienced names in the material handling business—with a global network of sales, service, and support professionals dedicated to helping you work better, faster, smarter.

As a lift truck manufacturer with a long history of innovation and leadership in the warehouse and distribution space, Raymond has the unique breadth of experience and depth of understanding to provide a telematics platform that delivers both real-time information AND real-world value. If you want the most valuable, actionable data on your operation, turn to the most complete system backed by the most knowledgeable people.

+ warranty coverage

Raymond Asset Protection™ is Raymond's industry-leading warranty that begins with a Standard Warranty – coverage that starts the moment the new truck arrives at your facility.* Additional coverage options are available; select the option that fits your fleet so you can maximize performance while locking in affordable, predictable service costs.

*For complete details, refer to the Raymond Standard Warranty.

+ expert technicians

For those customers who have lift truck technicians on-site, Raymond offers Customer Technician Courses. Training is available at Raymond headquarters, at your facility or your local Raymond authorized Sales and Service Center.

+ financing

For an outstanding and flexible Raymond equipment solution, your Raymond Sales and Service Center and Raymond Leasing Corporation deliver what your business needs – the equipment you need to grow, at fixed costs. Raymond offers low ownership interest rates and variety of affordable and flexible lease options.

+ iTRACK®

iTRACK Fleet Asset Management System helps to reduce your overall cost of ownership by providing accurate, actionable fleet maintenance data and reports – from individual trucks to fleets or across your entire enterprise of lift trucks. iTRACK is your anytime, anywhere web-based asset management system that works for you 24/7/365.

+ iWAREHOUSE®

Designed with an intuitive interface and information display, iWAREHOUSE Fleet and Warehouse Optimization System enables you to take 360 degree control of truck and operator efficiencies through a suite of electronic diagnostic tools that puts critical, real-time information about each and every truck you own right on your computer.

+ maintenance

Designed to fit your budget, Raymond offers three plans specific to your needs which you can tailor for individual trucks or entire fleets: contract maintenance, comprehensive fixed-price maintenance and scheduled maintenance audit.

+ parts

Raymond Parts™ is the industry's most comprehensive one-stop shop for world-class lift truck parts. Raymond is committed to meet all your parts and supply needs, regardless of the make or model of the truck. We sell only the highest quality parts that meet or exceed OEM quality standards.

+ pre-owned lift trucks

Raymond RENEWED™ offers certified, pre-owned electric lift trucks that have undergone a rigorous quality inspection and reconditioned with genuine OEM parts from top to bottom. Every truck is delivered with full warranty coverage.

+ rentals

A Raymond rental is the smart and economical solution to meet your interim material handling needs – whether you are looking for seasonal rentals, unplanned peaks in activity, replacing trucks for scheduled repairs or waiting for delivery of new equipment. Or, if you just want to establish the value of the equipment before purchasing or leasing.

+ training

Studies have shown that effective operator training can help improve how your operation runs. Designed to help you protect your people, equipment and materials, Safety on the Move® can assist in satisfying the OSHA mandate to train your operators.

FROM FLEET TO FINANCE, WE'VE GOT YOU COVERED

In warehouse management, the bottom line is the bottom line. And because efficiency works best when it works end to end, everything Raymond offers is built to work together.

+ Trucks and Training

+ Fleet Maintenance and Parts

+ Telematics and Warehouse Optimization

+ Certified, Pre-owned Lift Trucks and Rentals

+ Industry Leading Warranties

+ Flexible Financing Solutions

From initial consultation to custom-designed solutions to long-term product and operational support — and with a network of more than 100 Sales and Service Centers — Raymond provides unmatched, world-class support tailored to meet your needs, help you drive down costs and run your business better and smarter.

RAYMOND

RUN BETTER.
MANAGE SMARTER.®

At Raymond, our aim is to deliver the utmost quality and to work for continuous improvement every day, in every aspect of our business. We are proud of what we build. We are proud of the level of service we provide to keep our customers' business up and running. We take pride in our commitment to our customers through our end-to-end approach in helping them find smarter, more efficient, and more effective solutions.

We value the trust that Raymond has earned through decades of proven performance and hands-on innovation. Since the patenting of the first hand pallet truck to the invention of the reach truck to our pioneering work in narrow aisle operations and beyond, Raymond has led the way in providing customers with the tools and expertise to improve their business.

IF YOU'RE LOOKING FOR A PARTNER WITH THE TOOLS AND EXPERIENCE TO HELP YOU RUN BETTER AND MANAGE SMARTER, LET'S TALK.

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iWAREHOUSE®