BARCODEAPPS CUSTOMER CHALLENGE – MUNCK CRANES

Munck Cranes is a leader in solving material handling requirements, from the manufacturer and service of standard cranes to highly specialized custom engineered systems. They offer complete material handling systems as well as maintain existing equipment which could have a large number of very specialized parts.

Because of the complexity of the equipment that Munck Cranes supplies to their customers, the number of required parts for maintenance and manufacturing ranges in the tens of thousands. Ergo, managing, organizing and counting their inventory has been an ongoing challenge for many years.

The Potential Loss
Missing maintenance parts result in non-operational cranes, which is extremely costly to a customer, as well as Munck’s own business. Having accurate inventory counts would Munck to provide very timely customer service to their clientele. The BarcodeApps Solution

With an inventory count just two weeks away, Munck Cranes approached BarcodeApps to advise on the feasibility of implementing an inventory solution within such a tight schedule. In less than a week, the proposal was presented and approved and the solution was installed.

With only days to go before the deadline, the technology was fully implanted, and the inventory count started right on schedule, and in record time. The users were able to use iPhones and iPads, paired with Bluetooth scanners, to very quickly and efficiently label and scan all the parts. Final results were uploaded to their accounting package and for the first time in years, the inventory could now be considered dependable.

The Customer Benefit
The current inventory is both properly organized and completely reliable. Consequently, Munck Crane is now able to concentrate on other areas of operation, such as shipping and receiving, and continue working on the trusty path on which they’d started since utilizing BASIS.

“Advantage: They are now able to trust their inventory levels which helps maintain their customer satisfaction levels.”