

> Support

We know choosing a material handling partner with robust support capabilities is critical to the success of your operation. Uptime and productivity allow you to deliver on your customer promises. Our in-house parts specialist and 24x7 technical support team are ready to help.

Technical Support or Field Service:

CALL:
+1-800-571-TREW (8739)
EMAIL:
support@trewautomation.com

Parts:

CALL:
+1-800-571-TREW (8739)
EMAIL:
parts@trewautomation.com

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Trew® Innovation & Support Center

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Trew® Manufacturing & Operations (Hilmot)

11925 W Carmen Avenue
Milwaukee, WI 53225
United States
+1-414-446-4900

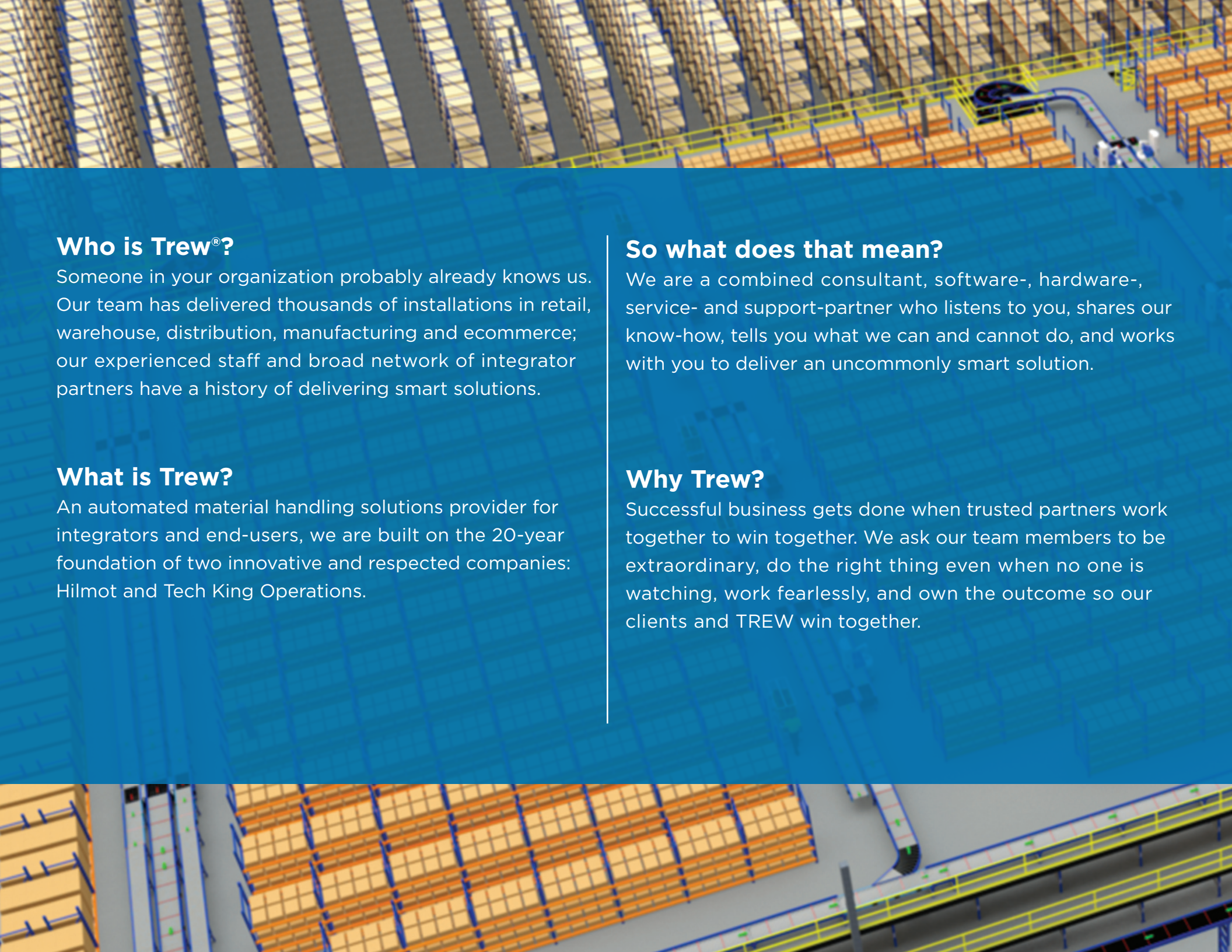
Trew North®

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**WE DELIVER UNCOMMONLY SMART SOLUTIONS
TO HELP OUR CLIENTS THRIVE**



Who is Trew®?

Someone in your organization probably already knows us. Our team has delivered thousands of installations in retail, warehouse, distribution, manufacturing and ecommerce; our experienced staff and broad network of integrator partners have a history of delivering smart solutions.

What is Trew?

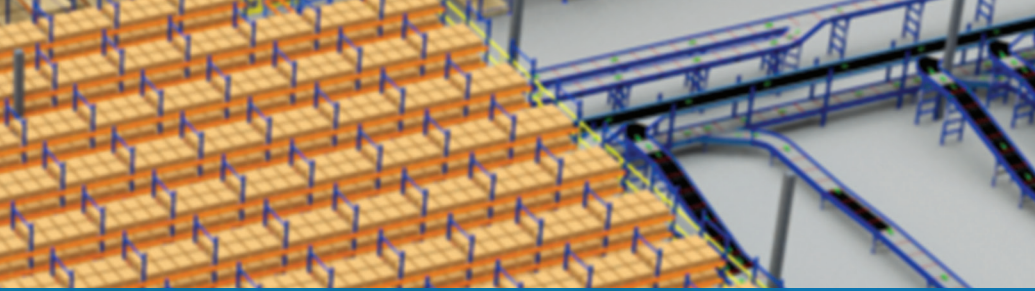
An automated material handling solutions provider for integrators and end-users, we are built on the 20-year foundation of two innovative and respected companies: Hilmot and Tech King Operations.

So what does that mean?

We are a combined consultant, software-, hardware-, service- and support-partner who listens to you, shares our know-how, tells you what we can and cannot do, and works with you to deliver an uncommonly smart solution.

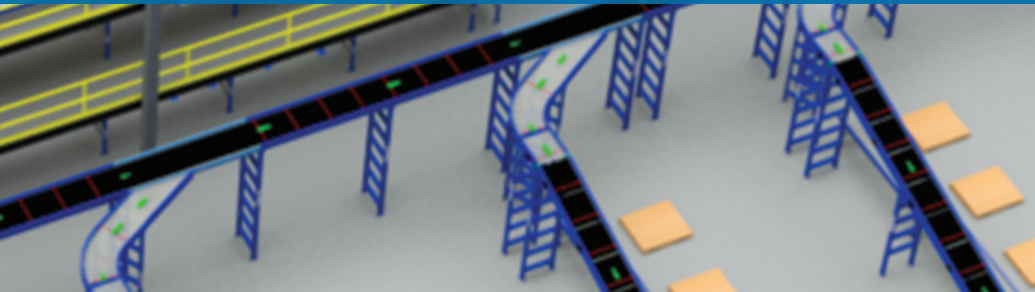
Why Trew?

Successful business gets done when trusted partners work together to win together. We ask our team members to be extraordinary, do the right thing even when no one is watching, work fearlessly, and own the outcome so our clients and TREW win together.



TREW

Our “DO WHAT IS RIGHT AND TREW” strategy is about finding the right solution fit for you, the client, and working directly or with one of our integration partners to ensure tomorrow’s challenges are met today.





SOFTWARE

Today's warehousing environments require smart systems. Trew® is on the leading edge with software solutions that organize and manage work to influence outcomes, from picking and storage through sortation.

Our SmartMoves-WX® is a warehouse execution system (WES) that organizes workflow and assignments; coordinating people, process and automation equipment to influence operational outcomes.

Solutions are designed from standard modules to create a client specific solution. The system provides automatic, efficient execution of user tasks and fulfillment operations to get work done quickly and correctly.

WE OFFER:

Waveless Order Management > Fulfillment Operations > Automation Systems

Warehouse Execution Software (WES) > Warehouse Control Software (WCS)

PLC Conveyor Controls > Project Management > Installation Services > 24x7 Technical Support



TREW

SOLUTION TYPES

When it comes to solving business challenges in real-time, experience counts. From Order Fulfillment and Robotics, to Sortation, Storage and Retrieval, to Warehouse Fulfillment Software, we have the experience you need to get to solutions that works best for you.

There is no one perfect solution or one size that fits all. We analyze your situation and develop solutions to match your need: seasonal order volumes, item affinities, inventory ABCD classification, unit cubic movement, product types, labor availability and more go into the evaluation. Our team is staffed by fulfillment leaders with the know-how to apply technology to achieve the most operational benefits.

OUR AREAS OF EXPERTISE:

Ecommerce Fulfillment > Retail Distribution > Apparel and Fashion > General Merchandise
Manufacturing Distribution > Express and 3PL Parcel > Wholesale and B2B
Order Fulfillment > Robotics > Sortation > Storage and Retrieval > Conveyance

SOLUTION DEVELOPMENT

We believe delivering uncommonly smart solutions takes a collaborative team to listen, understand, ideate, plan, execute—and win—together.

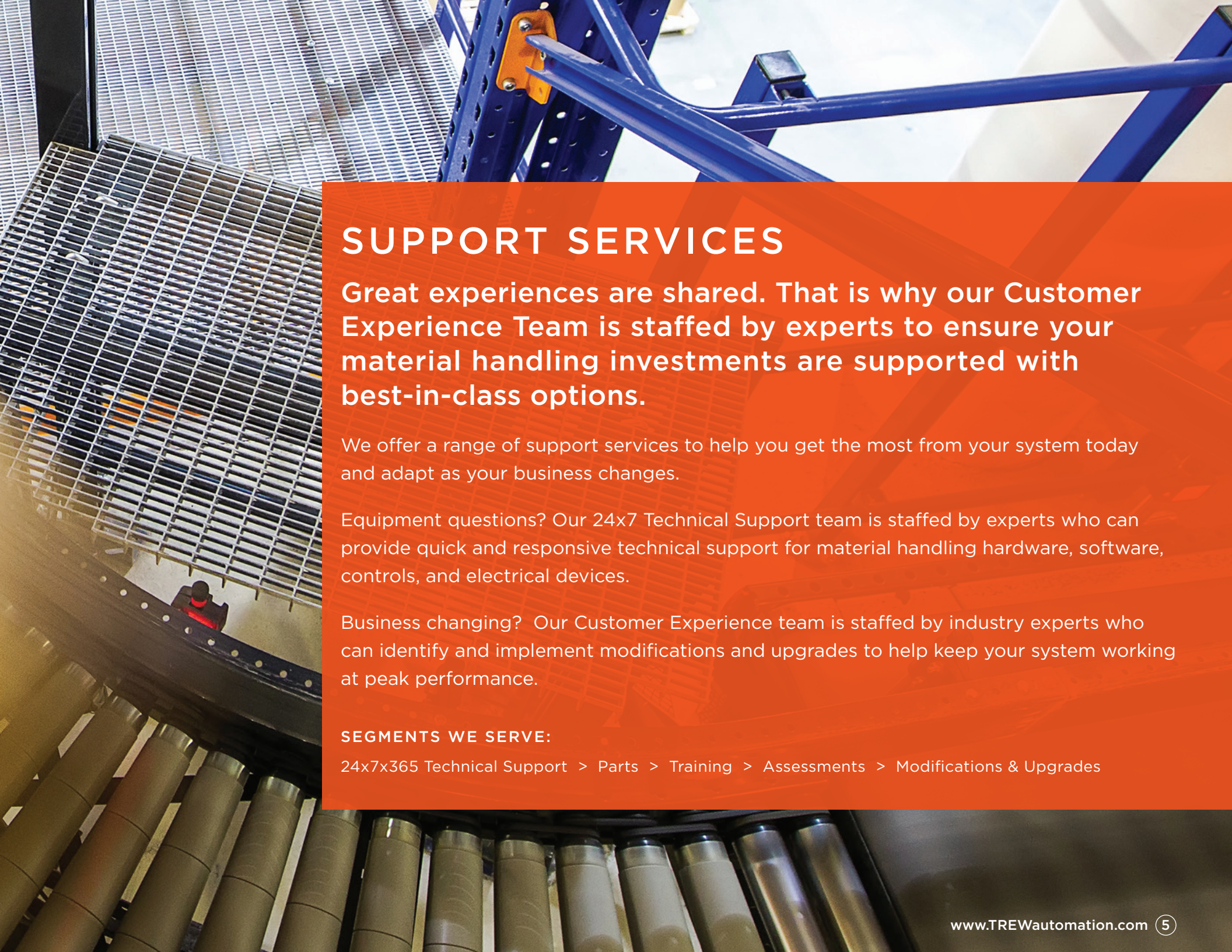
Creating uncommonly smart solutions means starting with your data and defining what matters to you—then following a collaborative process applying proven techniques and technology to deliver concepts that produce the results you want, the ROI you need, and project schedules you can have confidence in.

Our Solutions Development team uses a proven approach based on data and your business goals to drive concept ideation, sizing and selection to match your objectives. We focus on improving core metrics aimed at making your operation best-in-class.

SERVICES WE OFFER:

Solution Development > Software Blue Printing > Operational Assessments
Project Management > Detailed Engineering > Installation > Preparation & Go-Live

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®



SUPPORT SERVICES

Great experiences are shared. That is why our Customer Experience Team is staffed by experts to ensure your material handling investments are supported with best-in-class options.

We offer a range of support services to help you get the most from your system today and adapt as your business changes.

Equipment questions? Our 24x7 Technical Support team is staffed by experts who can provide quick and responsive technical support for material handling hardware, software, controls, and electrical devices.

Business changing? Our Customer Experience team is staffed by industry experts who can identify and implement modifications and upgrades to help keep your system working at peak performance.

SEGMENTS WE SERVE:

24x7x365 Technical Support > Parts > Training > Assessments > Modifications & Upgrades