

> 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

Trew® Global HQ & Manufacturing

10045 International Boulevard
West Chester, OH 45246
United States
+1-800-571-8739

Trew® Innovation & Support Center

5389 E Provident Dr.
West Chester, OH 45246
United States
+1-800-571-8739

Trew® Manufacturing & Operations (Hilmot)

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

Trew North®

150 Research Lane, Suite 110
Guelph, ON N1G 4T2
Canada
+1-800-571-8739

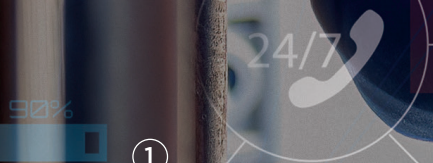
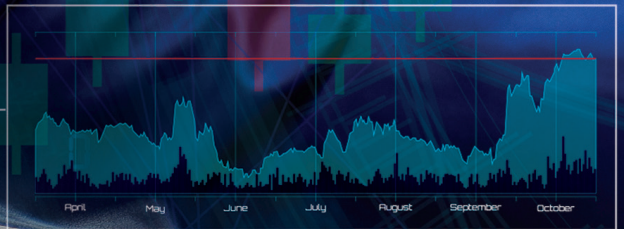
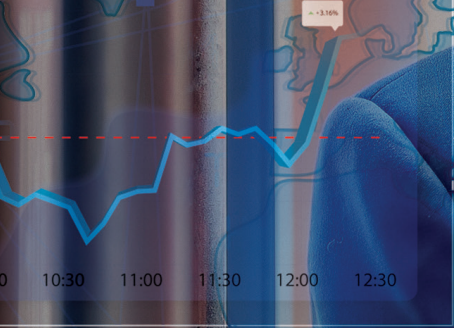
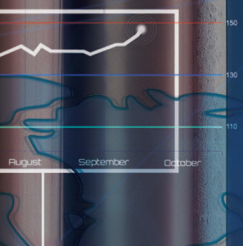
www.trewautomation.com



SOLUTIONS DEVELOPMENT

INNOVATION THROUGH COLLABORATION





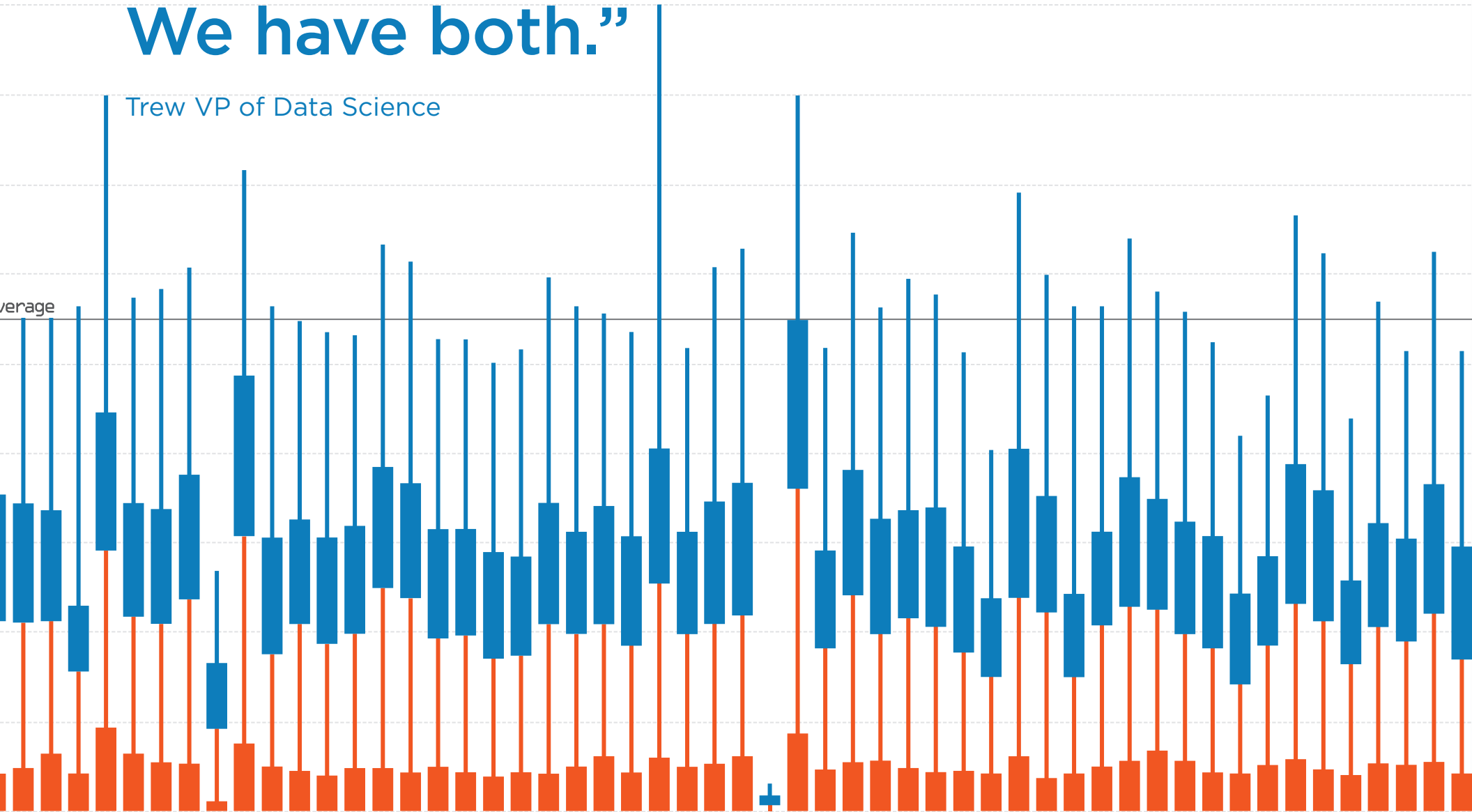


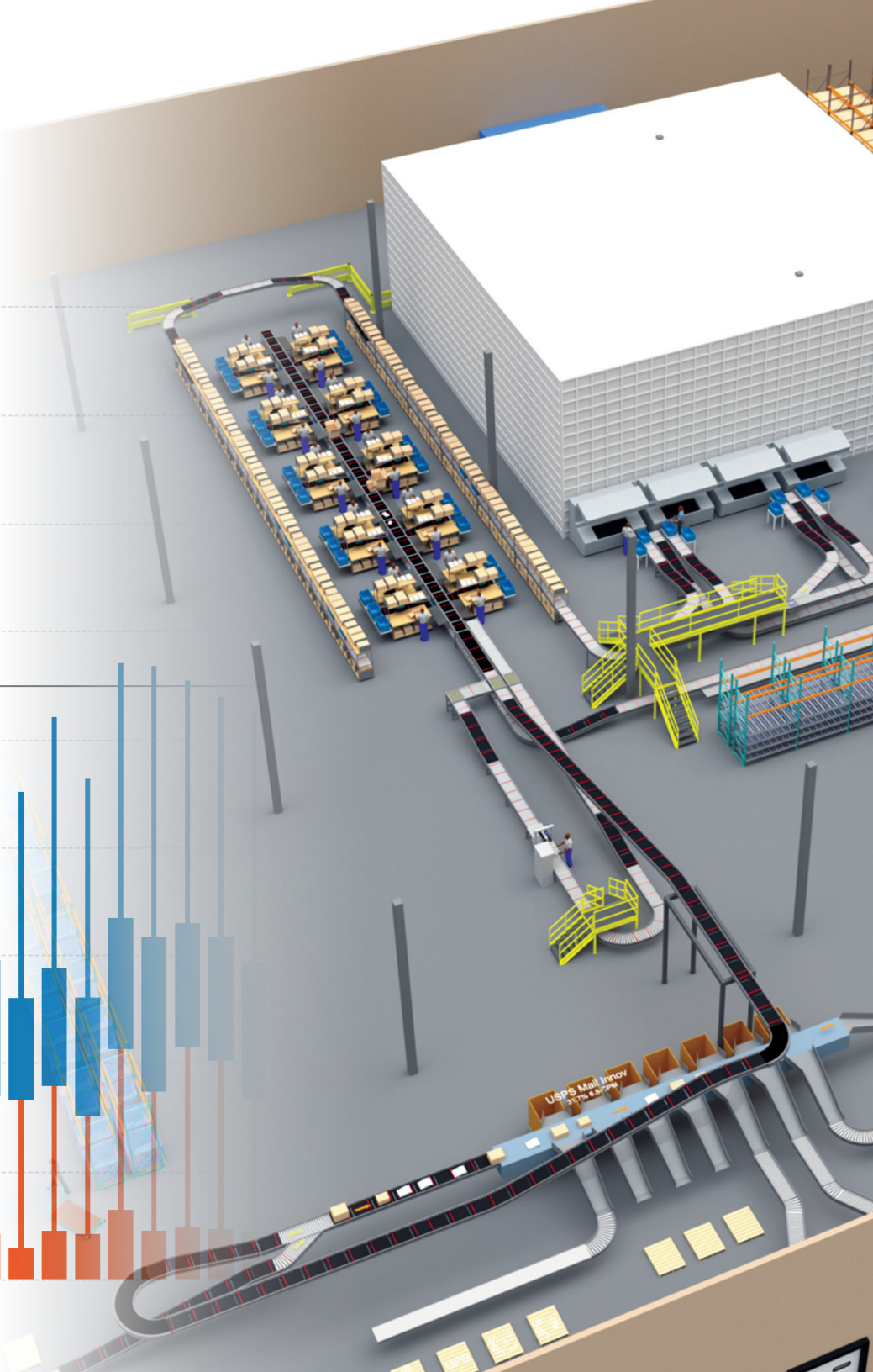
ARE YOU WORRIED ABOUT WHAT YOU DON'T SEE IN YOUR DATA?

You're focused on time-to-value.
So are we. We partner with you to
create solutions that will work for
you and the way you operate.

“Great automation solutions come from
two sources: experience and data.
We have both.”

Trew VP of Data Science





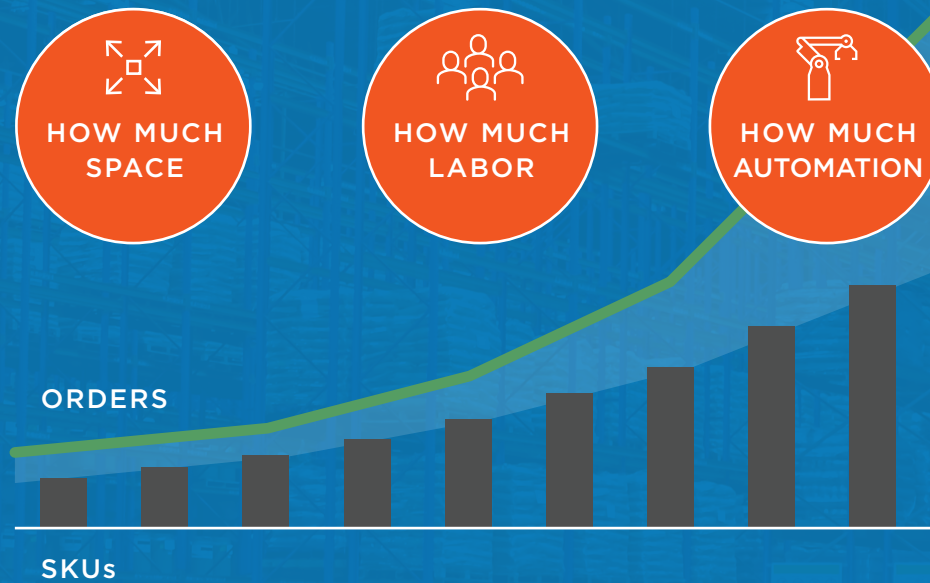
WE TAKE A BUSINESS DATA APPROACH TO UNDERSTANDING YOUR OPERATION

Including your business challenges, fulfillment strategy, and operational pain-points along the way. Only then can we craft solutions that get you more return on every order.

SOLUTIONS DEVELOPMENT: THE CHALLENGE

Improving time-to-value is at the heart of what we do, but there are many factors that influence those numbers for each company. We focus on your unique opportunity.

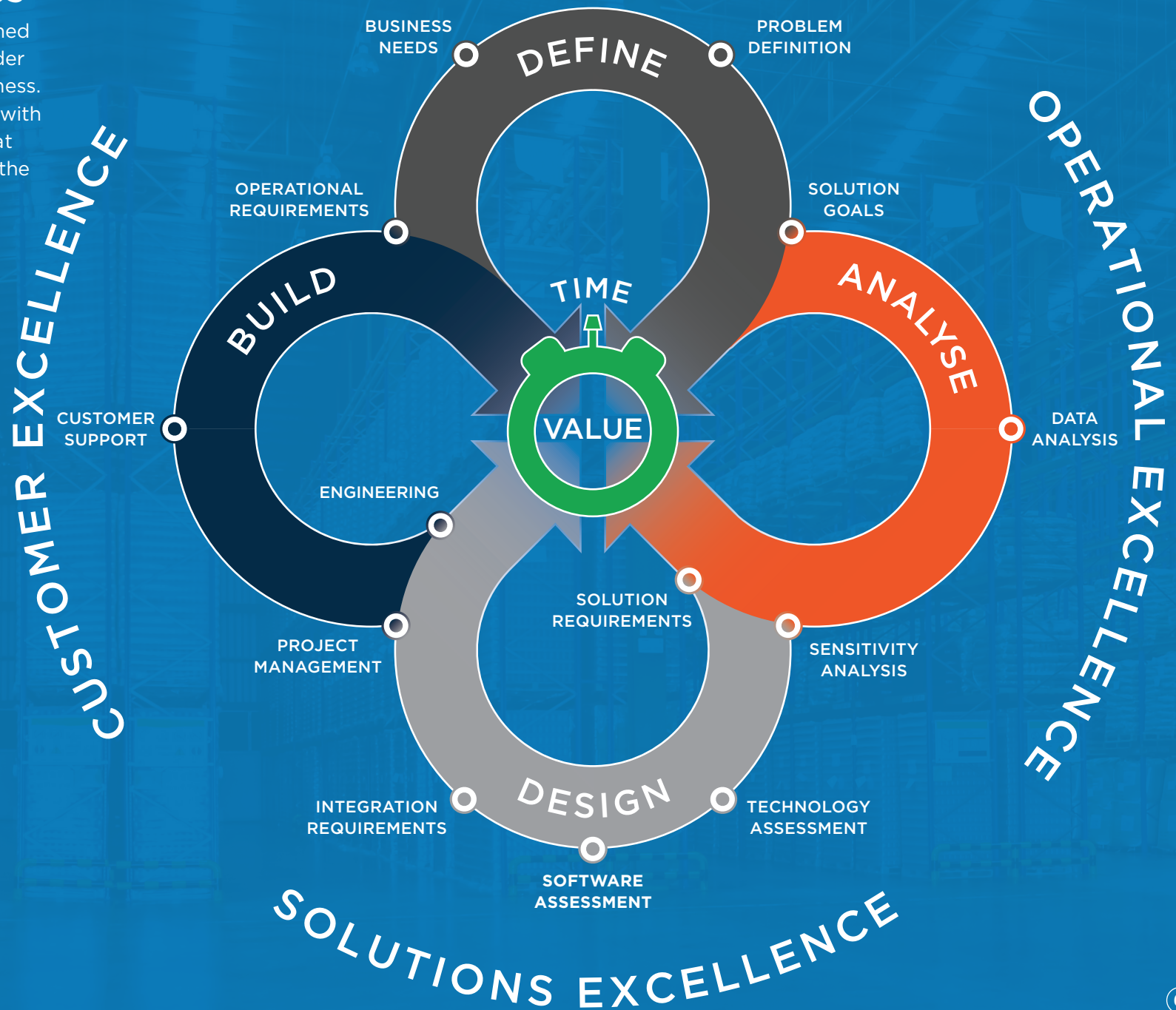
At Trew, our solutions start with listening and learning. Because only then can we get to the challenges that impact your operations and goals. Creating systems isn't difficult. The magic happens when solutions account for factors affecting you including space, increasing customer response time, order volume volatility, labor, levels or degrees of automation, and more.



Our focus on improving your time-to-value accounts for factors unique to you so the solutions we provide are tailored for your success.

SOLUTIONS DEVELOPMENT: THE PROCESS

Our process is designed to be thorough in order to increase effectiveness. It enables us to work with you to focus on what matters and align on the solution that fits you.



TREW DESIGN AND BUILD SERVICES

Our proven service model leverages the best of technology and experience.



STEP 1



PROVEN APPROACH

- > Data driven
- > Collaborative
- > Explorative
- > Iterative process
- > ROI and business case focused
- > Risk averse—proven
- > Design and build
- > Concept to post go-live support

SOLUTIONS DEVELOPMENT TEAM

- > Former supply chain executives and operators from major industry leading companies
- > “We’ve walked many miles In your shoes.”
- > Data analysts and experts from the supply chain industry
- > Engineers and designers with in-depth integration and software knowledge
- > Experts in shop floor operations and lean principles



STEP 2



DATA COLLECTION AND INFORMATION GATHERING

- > Data files received and prepared
- > Operation observations. Review/ map current processes and flows
- > Client interaction and insight to their specific business needs
- > Growth factors identified



STEP 3



DATA ANALYSIS AND OUTPUT

- > Analyzed data charted/ graphed and summarized
- > Extrapolation of models for future needs and trigger milestones
- > Identification of capacities/ volumes by functional area and flow



STEP 4



STEP 5



STEP 6



STEP 7

SOLUTION SIZING AND DESIGN

- > Potential technology selection and sizing
- > Acreage and building size needs
- > Workflow and process definition
- > Staffing needs by functional area
- > Pricing for overall solution(s)
- > ROI for multiple solution(s)

DETAILED ENGINEERING

- > Finalize building needs and layout with A&E
- > Software needs and gap analysis
- > WES/WCS Interface documents and messaging
- > Detailed technology design and layout
- > Full process flow maps with capacities
- > Solution simulation or modelling

IMPLEMENTATION AND GO-LIVE PREPARATION

- > Creation of test scripts for WCS/WES/WMS/ERP
- > Creation of detailed functional test scripts for technology and automation
- > Development assistance of SOPs for client's Operations teams
- > "Train the Trainers" for best practices in maintenance and operations
- > Coaching on shop floor at go-live to get productive quickly

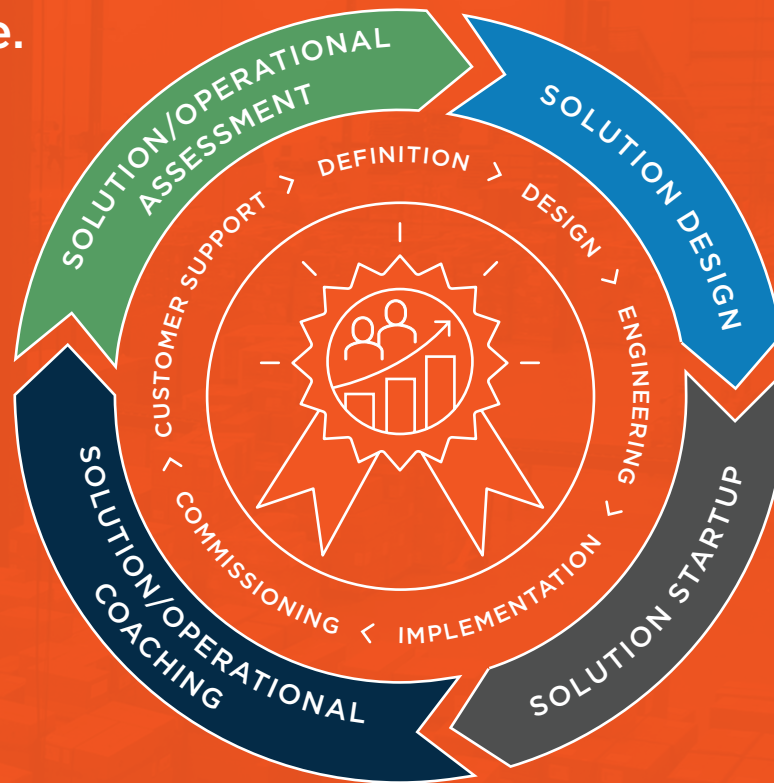
POST GO-LIVE SERVICES

- > Operational Audits and Assessments
- > Identify opportunities to increase productivity
- > Ensure best practices are being demonstrated by operators
- > Process improvements to reduce operating costs
- > Evaluate changes and enhancements
- > Refresher training
- > Maintenance and technology health assessments—Health Check
- > Fully documented reports with finding, coaching and supporting media

SOLUTIONS DEVELOPMENT: THE DELIVERY

Delivering solution excellence means providing a 'WRAP' around your experience.

Our model ensures that every element of your solution is designed to fit you, works the way it should, is manageable by your team, and delivers the results you expect. It also means that we deliver on the promises we made from the start. We are committed to winning together.



WRAP

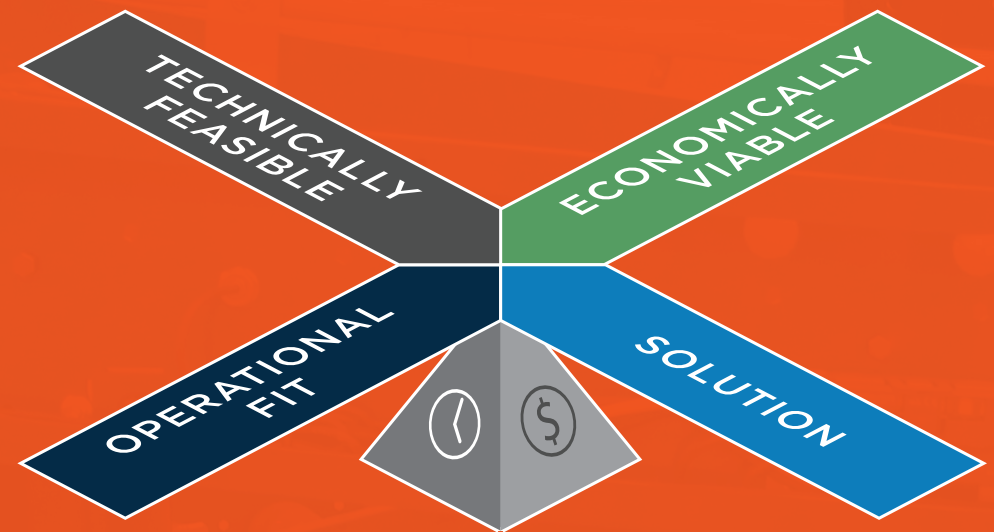


SOLUTIONS DEVELOPMENT: THE RESULT

The solution that provides the best value is one that has the right balance of technology, ROI, and operational fit.

Balance is key. Because a system that is desirable but not cost effective is worthless. Equally, solutions have to be balanced with technical feasibility or else there is no true solution. This is what helps separate Trew from others.

We balance technology, ROI, and operational fit from the beginning to ensure that you get what you need, what will address your daily challenges, and what will fit your financial goals.



IT'S ALL ABOUT TIME-TO-VALUE

Trew solutions are fully balanced to maximize your operations and value.



OTIF%



COST/
ORDER



CYCLE
TIME



ACCURACY



SOLUTION DEVELOPMENT

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

BUSINESS METRICS

Results focused on ensuring our solutions are contributing to your business success.

ASSOCIATES

- > Turnover Rate
- > Retention Rate
- > Absenteeism Rate
- > Employee Satisfaction Score

CUSTOMERS

- > Time Order to Delivery (O2D)
- > Returning Customer Rate
- > Average Order Value
- > Avg Profit Margin per Order

FINANCIALS

- > Gross Margin
- > Net Profit Margin
- > Quick Ratio
- > Sell Through Rate
- > Revenue per Employee Ratio
- > Inventory Shrinkage

MARKET

- > Year over Year Sales Growth
- > Same Store Sales Growth
- > New Customer Sales Growth

OPERATIONAL METRICS

Results focused on ensuring our solutions positively impact your operations.

ASSOCIATES

- > Cost per Turnover
- > Reportable Accident Rate
- > Turnover Rate
- > Star Retention Rate

CUSTOMERS

- > Perfect Order Index
- > % Orders On-Time
- > Order Accuracy
- > Return Rate (items)

FINANCIALS

- > Units per Labor Hour
- > Cost per Piece
- > Inventory Accuracy
- > Inventory Carrying Costs

MARKET

- > Net Landed Cost
- > Orders per Hour
- > Lines per Hour
- > Order Cycle Time
- > Dock to Stock Time

