

What does the company do?

Their product line features residential cast iron, stainless steel, aluminum, and steel boilers as well as cast iron and steel heat distribution products, indirect-fired water heaters, and a full line of accessories. The company's products are sold through wholesale distributors, who in turn market to builders, heating contractors, utilities, and fuel dealers for resale to residential customers. In addition, the products are marketed in partnership with distributors directly to the distributors' customers in order to develop brand loyalty.

What does CSSI do for them?

After boilers are manufactured at their facility, they are delivered to a drop site for installation by a contractor. The customer was experiencing efficiency problems loading/unloading their trucks both at the warehouse and at the delivery site. CSSI provided a solution consisting of software, scanners, printers, and labels that drastically improved their operations. The software analyzed each delivery and provided instructions for packing their trucks in reverse order of delivery. This eliminated the need to reload trucks at each delivery site. The software also provided a stoplight system that ensured the right items were being put onto the truck for delivery. The software also provided the ability to print labels from both handheld and fork truck mounted units. The labels that are used are a stock 4x6 polyester label which does not tear. The labels are mainly used to provide Energy Guide information per label compliance regulation.

How do we make their life easier?

The CSSI solution helped streamline the loading and delivery process and eliminated errors. After manufacturing was complete, the software made loading the trucks much easier. The simple stoplight system provided checks to ensure there were no mistakes during loading. Likewise, the trucks no longer had to load and unload their cargo multiple times on their delivery runs. Prior to putting our solution in place, boilers had been left at a customer site by accident and had to be tracked down by hand. These types of errors cost time and money for an operation.