



**ideas @ work**

# Customer Solutions

## Lewis Paper & the Art of Picking Fine Paper



### Overview:

Lewis Paper since its founding has had a simple strategy of offering free delivery, unparalleled service, nationally recognized brands, and customer focused flexibility - with very competitive pricing. Some 30 years later, this has built Lewis Paper into one of the largest wholesale distributors in the Midwest.

With 8 DCs in operation, the company is a leading printing paper distributor offering fine quality printing papers and graphic art supplies to businesses in Illinois, Indiana, Michigan, Wisconsin, Colorado and Wyoming. They do business with anyone that buys paper and supplies, from one ream to one truckload.

### Challenge:

With the businesses foundation being a fine paper supplier to specialized retailers, many of the orders are smaller and require a wide range of SKUs. "Our clientele for the large part doesn't want to carry any inventory on their shelves" says *Robert J. Erwin, General Manager*.

With many small orders that run the gamut and call for a wide variety of SKUs across the warehouse up to 30' high- the company had a pick challenge on its hands. The warehouse team needed a way to travel quickly, elevate vertically and handle small but sometimes heavy picks. They had used rolling staircases / ladders and then moved to a powered equipment solution billed as an improvement but it didn't deliver. In addition to the challenge of picking in an effective way safety was a major concern in their racked environment.

### Solution:

Lewis Paper needed equipment that featured powered travel, the ability to elevate and good capacity. They also needed it be extremely safe and intuitive for easy operation. Since this wasn't the case, the Lewis Paper team went shopping to find a better piece of equipment. There they found the Big Joe Joey and immediately knew they had found what they were seeking.

Within 5 minutes of jumping on a Joey the Lewis team felt at ease driving the truck. They also liked that the safety features we not easily overridden and even more impressed that the operation of the Joey was such that an operator would have no need to. From there, factory reps went to work with the Lewis team making sure the Joey would perform to their expectations.



#### Results achieved with Joey Solution vs other MHE:

- 15% Reduction in Picking Trips
- 50-60% Increase in Productivity and Uptime
- A Reduction in Maintenance Cost
- Dramatic Reduction in Training Time
- Improved Safety



*“What a well-designed, reliable work horse the Joey has been. It is our go to unit in the warehouse. It is very easy to train someone on, dependable and extremely safe. It has proven to be such a good investment that we have since bought units for most of our warehouses. I wish I had the return on all my equipment that I feel the Joey gives us... I would not hesitate to recommend anyone a Joey, hands down the best piece of equipment you will ever own”.*

Robert J. Erwin, General Manager

Lewis Paper - Addison, IL

In 2013, Big Lift LLC introduced a new vehicle to address a wide variety of tasks where a stock ladder may commonly be used called the J1-Joey.

Given this unit’s ability to support piece picking, case picking and tow carts, it is exceptionally well suited to emerging applications in the B2B distribution supply chain and those driven by multi-channel initiatives.

Lewis Paper certainly found that to be the case. The Joey met all their expectations required in their picking operations. They saw immediate productivity gains from the large capacity increase over their previous piece of equipment. They were also impressed with the toughness of the unit, comparing it to a tank. This ruggedness translated into high levels of uptime delivering dramatic improvements in utilization.

Of special note, the ease and straight forward operation of the Joey reduced training time and increased the comfort level and satisfaction of the Lewis operators.

#### About the Joey

**J1 "JOEY" Task Support Vehicle** combines attributes of elevating work platforms, order pickers and tuggers in a compact and capable vehicle design.

Developed as an alternative to rolling ladders or other larger equipment, the Joey can support tasks from general overhead maintenance to order picking.

#### About Big Joe

**Big Joe material handling equipment** has been the standard of quality for over 60 years in factories, warehouses and store-rooms across the USA and around the world.

With outstanding product support and service capabilities Big Joe can tailor vehicles to specifically fit a variety of industrial, commercial, and retail uses which maximizes utility and thus value for our customers.

For more information or to find a local dealer contact:

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