



Ask's The Customer

Customer: BalTerm,LLP

Industry: Forest Products Terminals

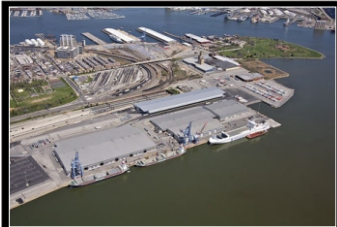
Operations: 2 Warehouses, 2 million SF

Equipment: Linde H80D

16,000lb Pneumatic Diesel



There are fewer types of operations that are harder on material handling than Stevedoring. When giant ships dock from their long journey, no one is standing around



BalTerm's 2,000,000 square feet on Baltimore's Port Authority requires reliable, dependable and durable equipment to unload cargo ships and get the product moving to demanding customers

waiting for product to disembark on its own. Instead Jeremy Riddle, Manager of Stevedoring and Fleet Operations for BalTerm says everything goes into high gear, as idle ships are not generating revenue.

With over 100 pieces of material handling equipment and 100 employees, the dock resembles a beehive

when one of the giant cargo ships shows up, and they have little time for equipment that can't handle the heavy rolls of paper, quickly and efficiently. The demanding pace of stevedoring operations and the sheer mass of each load can take its toll on a forklift and like most operations of this nature, they are not without mechanical issues.

When Jeremy took over management of the operations he looked to his suppliers for solutions to some of the issues he had to deal with, and he needed answers quickly. Forklifts take a beating on the docks, lifting very heavy loads with high duty cycles, sometimes as high as 14 hours a day! Because of this, drive train costs were escalating. Transmissions, brakes and tires bear the brunt of the daily work with an operation like this and Jeremy was looking for options. That's where Linde and Matthai Material Handling entered the picture.

Peter Sheehan, account manager for Matthai Material Handling sat down and listened to Jeremy's concerns, how, they use their equipment and quickly saw an opportunity to reduce BalTerm's costs and improve their efficiency.

The first thing Peter realized is that Balterm could benefit from the Linde H80D's load center ratings. Due to the substantial construction of the Linde and the load center rating, Jeremy could use a 20% smaller Linde forklift and do the same job as his current forklifts. This would reduce fuel expenses and improve maneuverability when working in the confines of a cargo ship, and he was right.

Not only has Balterm enjoyed reduced fuel costs from the Linde equipment, drive train issues have all but been eliminated due to the hydrostatic transmission utilized by the Linde H80D. In addition, operators have expressed improved ergonomics, which are key to keeping employees productive during long shifts.

Jeremy is quite pleased with the Linde H80D, its performance and the response of his newest material handling partner, Matthai Material Handling. As a result, more Linde H80D's are part of Jeremy's plan for making his stevedoring operations even more efficient.

Matthai Material Handling

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