

A Day in the Life... with Electronics in Halifax



The very first movement of imaging technology in Dartmouth, NS, December, 2007

When Western Logistics opened its Dartmouth Terminal in October, 2007, to serve the office furniture industry, it also established a regional delivery service for business electronics, primarily the high-tech scanner-copiers which are fast becoming *de rigeur* in most business offices.

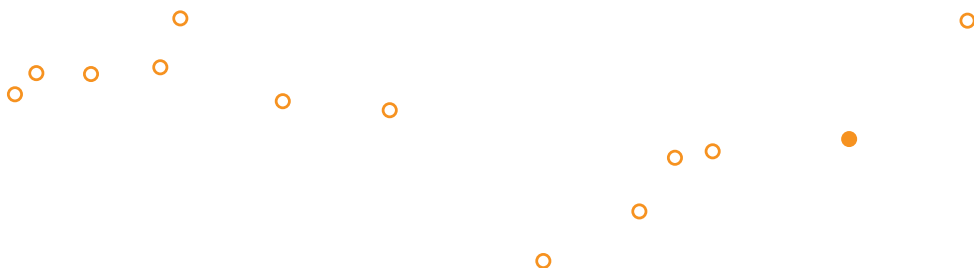
While new at this, we listened to what our good customers told us was needed, and we did it! Starting with a new HINO air-ride truck, complete with large-platform power-gate, and full logistical fit-out, special equipment which included stair-climbers and dollies of all sorts.

In the Distribution Centre, a well-equipped tech shop, ample furniture pads and pallet racking, specially-designed pallets to secure units in storage, but most important of all: competent personnel who wanted to excel at this function!

According to Reid Conrad, Chief Technician at Office Interiors, Dartmouth, NS, "Western Logistics really got it right. The way they set things up in their clinically-clean warehouse, and the pleasant area provided for us to programme the equipment, makes our job much easier." Added Darryl Main, his associate, "Having a tech shop with natural lighting, proper power and communications connections—and space! – really works for us. And Western Logistics has moved a lot of machines for us without a single damage or mix-up."

"What we're setting out to do," said Erick Haines, Manager, Atlantic Operations, for Western Logistics, "is to provide a **total** service package for imaging technology vendors: freight service from source, interim storage, full facilities for technical support, safe delivery to

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Captions from top to bottom: Tim Bennett, High-Tech Delivery Specialist, checking newly unboxed scanner/copiers, prior to movement into the in-house Tech Shop; Technical specialists prepare to deal with a big project; Delivery truck ready to go to work; Rob and Gil on delivery. The secret is in having power-gates, special dollies, and people who care to get it right!



end-user sites throughout Atlantic Canada with specialized delivery teams, return of machines being replaced, whether into storage or back to the leasing companies in Central Canada, or elsewhere, as well as the transport of all supplies related to the imaging industry. I guess you'd call that 'cradle to grave' service. Whatever you call it, we all enjoy this work, and the people we serve while doing it. Tim Bennett, our High-Tech Delivery Specialist, is the best in Halifax, and he's in the process of training the entire staff of Western Logistics. Besides, this work fits office furniture transportation like a glove!"

Services will be expanded into New Brunswick, Prince Edward Island, and Newfoundland soon, with placement of specialized equipment and teams based in Moncton and St. John's. "We're learning the ropes here," said Bob Hartin, CEO and founder of Western Logistics, "then we'll gradually move our new expertise across our entire system. We've always been able to transport the product safely from coast to coast in Canada, but now we're preparing to add a whole new set of values. We especially like the fact that this work relates so perfectly to office furniture logistics!" ■



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