



JLL TAKES CONTROL

OF ITS FORKLIFT BATTERY CHARGERS AND DATA WITH CONCENTRIC'S HELP

Jones Lang LaSalle is a commercial real estate investment company that provides the space companies large and small need to carry out their operations in an efficient and productive way. JLL manages 4.6 billion square feet in property and facilities across the U.S., and they strive to ensure each one works for their clients.

One of JLL's clients is a major beverage manufacturer that requires reliable forklifts, racking systems, loading docks and doors to maintain a productive workplace and ship their product out. At the same time, JLL depends on data to ensure its facilities are operating smoothly.

Unfortunately, JLL was facing some difficulties on both of these points in one of their beverage manufacturer's facilities in Florida. Not only was their forklift management partner providing confusing and incomplete data, but JLL also knew that its forklift battery chargers were underperforming. This left the beverage manufacturer struggling to ensure it had enough forklift power to effectively move inventory through the facility.

Making data visible and understandable

Knowing they needed a change of pace, JLL reached out to Concentric. They explained the challenges they were facing and their specific needs for data reporting and forklift power (battery) solutions. Concentric responded by providing a customized maintenance package that addressed the key points. They deployed a team of four technicians to maintain JLL's equipment within 30 days of the signed agreement.

Within one month, Concentric was on-site and making productive changes for JLL and its client. Between the 182 assets Concentric manages at this facility – including docks and doors, racking, batteries and chargers – JLL's Florida facility has raised uptime to 99 percent during operating hours. This allows the beverage manufacturer to stay up and running, and focused on manufacturing and moving its delicious products.

JLL has taken their reporting structure to the next level with the Concentric partnership. Every month, Concentric and JLL connect to review KPIs, efficiency gains and cost savings experienced at the facility. This kind of reporting allows them to see the cost structure of the operation

and get a better understanding of how they are saving money, and where they can make additional changes.

Concentric provides additional benefits to national companies

Reliable uptime and transparent, organized data were two key wins for JLL, but the partnership yielded additional value as well

- Concentric executed a power system assessment with their in-house engineering team. They then designed a power system upgrade for one of the forklift applications and installed it within 90 days of going live. This system reduced battery equipment and improved digital charger and battery reporting.
- Racking space was marked and reported on, driving safety and open bay improvements.
- Dock and door PMs were systematized in-house and maintenance data was tracked on the same system as mobile asset, racking and power cost data.

Concentric's technician team is trained to serve across forklift brands, giving JLL more flexibility when choosing their next equipment – not to mention having an on-site partner with a focus on hiring the right forklift for the right application, rather than being forced to recommend one or two options only. Overall, JLL reduced its suppliers down to one with Concentric, providing clarity of accountability and ownership for equipment uptime, as well as a one-stop shop for reporting to drive decision making. With Concentric's national service footprint, JLL has highlighted the program as a “best practice,” and will be implementing this in several new sites within one year of launch.



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