

PRESS RELEASE

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Total commitment to service wins award for Total Racking Systems

Northern Sydney industrial storage specialist Total Racking Systems (TRS) has celebrated its 21st anniversary by being named Colby Storage Solutions *Distributor of the Year 2010*.



Company principal Tom Shipton puts TRS' success down to its consistent commitment to customer service.

"The best customers are the ones who keep on coming back to you year after year," said Mr Shipton.

"It is quite amazing. There are customers who I haven't heard from for years and others who have moved on to new positions, and it is always very pleasing that, regardless of the length of time that passed, they go to the effort of seeking us out," he said.

One such customer is leading industrial supplies distributor Hobson Engineering, for which TRS has been providing storage solutions for over ten years.

The past 12 months has seen TRS fit-out Hobson Engineering's new distribution centre at Eastern Creek, in its largest-ever single installation.

"Hobson Engineering's product range of nuts, bolts and screwed rod presents a significantly different storage and distribution challenge to normal consumer goods. Storage system loads can be up to double, and this requires sound engineering design and high quality equipment to ensure safe long-term operation," explained Mr Shipton.

"With Colby Storage Solutions being part of logistics systems supplier Dematic, we offer customers access to some of Australia's leading design engineers, with the team led by Dr Murray Clarke renowned for the integrity of their engineered solutions."

For Hobson Engineering, advanced software tools including Colby RACKMAN and finite analysis were used to create structurally-efficient, heavier-duty rack and shelving designs utilising stronger components, including thicker uprights, beams and shelving. In total, the installation provides space for over 19,000 pallets of stock in a variety of storage configurations.

"With safe and efficient storage system operation being of paramount importance, customers really appreciate the value of having their storage solution designed, manufactured and supported locally by Colby Storage Solutions," said Mr Shipton.

In addition to its northern beaches operation, TRS also supports customers north of Sydney through its Newcastle office. The past year has also seen TRS design and install several major storage systems for customers elsewhere in Australia, with solutions being implemented in Melbourne, Brisbane and Perth.

"When you do the right thing by your customers, they also want you to help out even when they know it's not your local territory," added Mr Shipton.



“Being part of the national Colby Storage Solutions network means we can help customers out just about anywhere, and ensure the necessary local support is there when any urgent assistance is required,” he said.

Colby Storage Solutions’ General Manager, Tony Woodlock, said: “I am delighted to see TRS come out on top this year. Tom Shipton and his team exemplify what it is to be a Colby Storage Solutions distributor.

“They are very customer-focused and service-oriented, and their no-nonsense, can-do approach has seen them achieve great sales in what was one of the toughest-ever years for the storage equipment market.

“I congratulate TRS and thank them and their customers for their continued support of Colby Storage Solutions,” added Mr Woodlock.

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About Colby Storage Solutions

Colby Storage Solutions is one of Australia’s best known and respected suppliers of innovative, high quality storage solutions. With more than 40 years experience in providing reliable and cost effective solutions, Colby combines the flexibility of a national network of independent distributors, with the resources of global materials handling specialist Dematic.

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About Dematic

Dematic is a global leader providing an impressive range of intelligent logistics and materials handling solutions. With a global knowledge network of more than 4,000 highly skilled logistics professionals, Dematic is able to provide its customers a unique perspective in world class materials handling solution design. Our commitment to product and solution R&D combined with manufacturing plants in the US, Europe, China and Australia ensures Dematic has the range and capability to provide reliable, flexible, cost effective solutions globally. Our tremendous track record of success has led to the development and implementation of more than 5,000 world class integrated systems for a customer base including some of the world’s biggest companies. Dematic generates a global business volume of around \$1.2 billion.

For more detailed information about Dematic, please refer to www.dematic.com.au.