Milton CAT is the official provider of Caterpillar machines, parts and service in the Northeast, U.S. and widely recognized by Caterpillar as being one of its top performing dealerships worldwide. The company's distribution center (DC) in Milford, Massachusetts supports 12 other facilities throughout the region.

Although Milton CAT had a highly-efficient process for their fast movers, slow movers were stored on the opposite side of the DC. To fulfill these orders, a person would manually walk from one side of the building to the other to deliver orders, up to 50 times per day, spending as much as 50% of their time on this non-value add task. Further complicating this effort was the fact that to optimize the movement, orders were often aggregated to multiple items, causing a delay in the process which compromised the rate at which customer orders were being fulfilled.

We sought robotic AGV integration primarily as a means to improve customer service, but also as a way to improve the employee experience and safety.

Mike Erskine
Corporate Distribution Manager
Milton CAT sought affordable and advanced automation to increase order fulfillment speed, optimize workflows and improve employee safety for its 15-acre, 87,000-square-foot Milford parts operation that houses 220,000-line items.

Vecna Robotics deployment provided Milton CAT an improved shuttling system from parts storage to the shipping area.

With no infrastructure changes required and within hours, warehouse personnel could call the first autonomous lift truck on demand and see it efficiently fulfilling orders.

The installation included making the robot’s interface control box interact with powered doors and other facility infrastructure.

The use of Vecna Robotics technology has led to a drastic improvement in fulfillment speed as warehouse personnel can call the robot on demand, allowing them to efficiently fulfill orders as needed and minimize delays. This has led to improved customer service and customer satisfaction.

Employees have also found that they can now delegate work to the robot to focus more on value-added tasks.

Goals:
- Increase fulfillment speed
- Decrease non-value tasks
- Reduce potential employee injuries
- Increase customer satisfaction

Solution:
- RL3600
  - Autonomous lift truck
  - Precise and safe transport
  - Independently picks up and drops off pallets
  - Manually operated with the flick of a switch

Benefits:
- Improved Inventory Handling and Customer Service
- Improved Safety
- Reduced time spent on non-value add tasks
- Rapid installation
- No infrastructure changes

Improved Workflows & Customer Satisfaction

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Contact us:
VecnaRobotics.com
robotics-team@vecna.com