

## **Andrews Distributing of North Texas**

2730 Irving Boulevard

Dallas, TX 75207

[www.andrewsdistributing.com](http://www.andrewsdistributing.com)

### **Customer Overview:**

Serving over 11,000 customers across thirty-seven counties in Texas, Andrews Distributing is a leader in the beverage distribution and branding industry. With combined warehouse space of over 650,000 square feet and employing upwards of 1,100 employees across the state, Andrews is one of the largest beverage logistics operations in Texas.

Andrews Distributing represents a wide variety of supplying partners with their portfolio currently boasting twenty-four of some of the largest names in the U.S. beer market. Some of these include Diageo Guinness USA, Global Beer Network, Heineken USA, Labatt USA, Mike's Hard Lemonade Company, MillerCoors, Moosehead Brewing Company Pabst Brewing Company and The Boston Brewing Company.

An operation of this magnitude requires the right equipment, the right parts and service and a solid business partner to keep their equipment and operations running. With a growing fleet of over 150 electric lift trucks, Andrews Distributing and Briggs Equipment have developed a flawless system to ensure equipment is up and running and in its optimal condition through periodic maintenance and repairs.

### **The Problems:**

Mr. Walter Smith, Vice-President of Operations at Andrews Distributing was facing a rapidly growing operation that was acquiring more brands, warehousing space and employees, thus more forklifts and logistics problems. His needs were relatively straight forward and included;

1. provide a full-maintenance agreement to manage their fleet

2. assign a dedicated on-site service technician to perform scheduled maintenance and repairs on equipment when required
3. find a service supplier to become a true business partner

Briggs Equipment was able to put together a full maintenance program that allowed Mr. Smith to get out of the forklift maintenance business and focus his efforts on what Andrews Distributing does best, the beer business.

### **The Briggs Approach:**

Briggs Equipment understands the importance of delivering on promises and providing customers with consistency in the products, prices and services they require. Responding to Andrews Distributing's needs, Briggs executed the following:

- I. The need; Provide a full-maintenance agreement to manage their fleet.

The action; Briggs Equipment provided Andrews Distributing with a VelocityServ<sup>SM</sup> Total Care Guaranteed Maintenance Contract based on duty cycles and hourly usage requirements.

This full-maintenance agreement stated Briggs will perform all scheduled, routine and normal repairs, including parts and labor, required to keep equipment in a safe, operable condition resulting from normal wear, tear and usage. Should any equipment be out of service or repair for more than a 24 hour time period, Briggs provides like or similar equipment to act as a replacement while the repairs and service are being completed.

The result; Cost containment and accurate forecasting are vital when budgeting your long-term maintenance expenses. This agreement tailored specifically for Andrews Distributing is designed to help make an educated decision pertaining to fleet management so that they have time to concentrate on core business needs. Other benefits experienced by Andrews Distributing have been consistent maintenance costs billed monthly in equal installments over the life of the contract. Periodic

maintenance and routine repairs are automatically scheduled, dispatched and fixed, allowing forecasted maintenance expenses tailored specifically to their application.

2. The need; Assign a dedicated on-site service technician to perform scheduled maintenance and repairs on equipment when required.

The action; Briggs Equipment provided Andrews Distributing with an on-site, Yale/ProTech™ certified service technician to perform regularly scheduled maintenance, along with service and emergency repairs.

The result; Having an experienced technician on-site to quickly and accurately diagnose the problem, while bypassing the dispatch process when break downs occur has significantly reduced the amount of equipment down time Andrews Distributing has experienced.

3. The need; Find a service supplier to become a true business partner.

The action; Briggs was able to provide a full maintenance agreement to maintain and repair Andrews' growing forklift fleet of more than 150 units. This agreement along with an experienced on-site service technician keeps their fleet safely running and in top condition.

The result; Briggs Equipment affectively removed Andrews Distributing out of the fleet management and equipment repair business and back into the beer business where they are expert.

### **The Summary:**

Andrews Distributing of North Texas and Briggs Equipment have spent the last ten years continuing to develop their partnership. "I would characterize our relationship with Briggs

as more of a partnership than a standard business relationship,” says Mr. Smith. “That partnership has allowed us to get out of the forklift/maintenance business. Allowing them to do what they do best in managing our equipment needs has let us focus our efforts on what we do best, the beer business. It has been a win-win relationship for both of us.”