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Jimmy Heisey
Outbound Operations Manager
at WebstaurantStore

Requirements

Accelerate packing speeds to meet customer demand

Ship to all major US cities within 1 - 2 days' time frame

Provide customers with the best buying experience

Greater packaging warehouse efficiencies

Challenges

As the largest ecommerce food service equipment and supplies dealer in the nation, WebstaurantStore's mission is to offer busy foodservice professionals superior service, fast shipping and the best selection and prices. Since 2004, WebstaurantStore has succeeded in creating and fostering an innovative, easy-to-use website that meets the purchasing needs of food service professionals throughout the world. They have warehouses located across the US to serve both a North American and international customer base with many items located in their warehouses that can ship within one business day.

“I oversee the shipping department in our Bloomsburg, PA facility, and we have to get creative with how we can get those items to the customer as efficiently as possible,” says Jimmy Heisey, outbound operations manager.

Solution

With these goals in mind and future growth, WebstaurantStore turned to Sparck Technologies' CVP Impack Automated Packaging Solution. The first CVP Impack was installed in January of 2021 at their Albany, GA location. Thereafter, over the course of 2021 to 2022, three additional CVP Impacks were installed in Madisonville, KY, Bloomsburg, PA, and Durant, OK. They also have 2 additional machines on order for their start-up in Nevada.

“When I first saw the CVP machine in action, I was in awe honestly. The speed is insane. With two operators, we’ve allowed ourselves to become seven times more efficient than we would without the machine,” says Heisey.

As an in-line auto-boxer, the CVP measures, constructs, tapes, weighs, and labels various dimension single- or multi-item orders of either hard or soft goods. WebstaurantStore can utilize automation to create right-sized custom shipping cartons based on individual order dimensions. “The CVP actually builds the box around the items versus us having to choose which box we think is the right box to use,” says Heisey.

Jamie Yoder, vice president of operations, explains that “Two of our manual packers would be able to process about 64 units per hour. The CVP is able to process about 400 units per hour. It became a no brainer for us to move in that direction.” In addition, the CVP Impack has allowed them to become a more sustainable company, eliminating unnecessary void fill and excess air from each carton, providing their customers with a better unboxing experience and cleaner, tighter box

“The way that we have been able to continue to grow is through the technology, and the CVP Impack fits right into that for us,” says Heisey.

Benefits

7X more efficient than manual packing

Up to 50% reduction in shipping package volume

Total automated packaging flexibility with greater operational efficiencies

Let's talk about automated packaging

sparcktechnologies.com

WebstaurantStore

