



STORAGE SOLUTIONS



Service Station on wheels



Case Background

A leading manufacturer of quality construction machines with over 25 service centres around the Globe felt a need to raise their service grade to the next level. The nature of their machines was such that they could not be brought to the service stations every time a problem arose. It could only be achieved by mobilising the service station. Hence, Godrej's Storevan was conveyed to create the difference.

Challenge

When operating in such terrain conditions no one knows what kind of spares will be required to be carried for service. Evolved out of experience the customer had short listed certain critical spares which itself was quite an exhaustive list. But the challenge arose when even these short listed components that ranged from weld machines, drill guns to air compressor exhausted the space. Godrej had to study the entire tools and spares list in-order to design an interior that could accommodate and safely transit the equipment to the service point.



Proposed Solution

All the short listed critical components had to be fitted inside the van, so that service could be carried out in any terrain condition. The final fitting offered were tailor made to provide a service station like setting that would facilitate storage of tools, spares and work table for repair & overhaul. Provision was made for easy identification and retrieval of minor spares. Lighting was provided inside the vehicle to facilitate easy use during night. A generator was fitted for drawing power to run an air compressor with ducting and piping. Wire spool holders, pain can holder, oil storage system and perforated board for display were also fitted. Care was taken to provide all shelf and drawers with anti-skid rubber mat to safeguard tools and spares against damage during transportation.

After careful finalisation of the internal configuration, the next objective was to decide on a suitable model that would best contain the fitting. Several trail runs were conducted with multiple Vehicle manufacturers and finally Eicher was zeroed in.

Benefits

- Helped the customer attend 30% more service calls (within the same time frame as compared to days prior to Storevan)
- Created a fully equipped service station on wheels
- On the spot service and MRO facility
- Enhance the service quality and drastically reduced the turn around time for service calls

For further info, please contact

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