

BENCHMARK BRIEFINGS



SITE
 Chauncey Ranch Complex
 UAG West Scottsdale, AZ

APPLICATION
 Parts department and office filing storage and retrieval operations

EQUIPMENT
 10 parts department vertical carousels and one office filing carousel for 10 franchises in one complex all integrated with FastPic software and linked to ADP host systems

SUMMARY
 Vertical carousels and software were used to maximize construction and labor costs when designing this upscale facility



Integrated vertical carousel systems are utilized throughout the complex's 253 service bays.

“Providing the fastest & most efficient service helps demonstrate Chauncey Ranch’s commitment to total customer satisfaction.”

When UAG West was designing the Chauncey Ranch Complex, the goal was to create “The Customer’s Car Company For Life,” by focusing on customer-environments and providing unequalled levels of customer satisfaction.

Within this 40 acre, 11 franchise complex, state-of-the-art technology was implemented in both the showrooms and service areas. In the parts departments, Kardex Remstar’s automated systems are integrated with software to help provide the highest levels of satisfaction possible. By having accurate inventories and the right part in a technician’s hand in a few minutes, UAG service personnel are able to focus on their primary objective...satisfy their customer!

Ten of the franchises utilize ten vertical carousels to store fast moving small parts for the 253 service bays plus one in the office for customer files. “Even though this was new construction, we focused on maximizing every inch of service area. The Remstar carousels provided maximum space savings in comparison to small parts bins,” stated Randy Bosch, UAG West.”

“Not to mention the increase in productivity. My experience showed that it would often take 20-25 minutes to retrieve parts manually in comparison to three to five minutes with the Kardex Remstar systems,” said Gary Luna, Audi parts manager.

“Now the mechanics put in their parts request from the service bays. The carousels rotate to the correct location, and the shelf level is in position to be picked when the parts technician gets to the carousel. The parts technician sees a red pick light indicating the correct tote, and picks the part. The technician then hits the task complete button and delivers the part to the service bay...both fast and accurate,” Luna stated.

“The Kardex Remstar system was not only a good business decision from a space and productivity perspective, but it helps instill the entire Chauncey Ranch philosophy of demonstrating to our customers our commitment to quality and excellence and their total satisfaction, stated Bosch.



UAG West Chauncey Ranch

Porsche of Northern Phoenix, one 23' 9" vertical carousel with 23 carriers and FastPic software.



Acura of Northern Phoenix, one 22' 9" vertical carousel with 22 carriers and FastPic software.



Volkswagen of Northern Phoenix, one 19' 4" vertical carousel with 18 carriers and FastPic software.



BMW of Northern Phoenix, one 17' 6" vertical carousels with 16 carriers, 18' 6" vertical carousel with 17 carriers and FastPic software. Plus one 8' 6" office vertical carousel with 15 carriers for files.



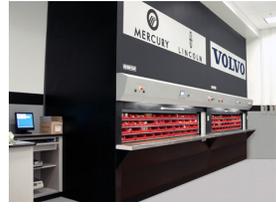
UnitedAuto
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You and a guest are cordially invited to an Open House Reception to celebrate the **GRAND OPENING** of our NEW North Scottsdale Locations
Thursday, November 7th
6:00-9:00 p.m.

- Porsche
- BMW/Mini
- Audi
- Land Rover
- Jaguar/Austin Martin
- Penske Racing Museum
- Lincoln/Mercury
- Volvo
- Pre-Sales
- Acura
- Volkswagen
- JMC Service Facility
- Test Track
- Car Wash & Hertz Building

Agenda:
6:00-9:00 Meet and greet with Roger Penske and tours at dealership locations
6:00-7:30 Enjoy food and refreshments on walkway behind our Premier Auto Group dealerships

Enter from Scottsdale Road on Chauncey Lane and follow signs for parking.



Volvo of Northern Phoenix, one 25' 5" vertical carousel with 25 carriers and FastPic software.



Lincoln-Mercury of Northern Phoenix, one 25' 5" vertical carousel with 25 carriers and FastPic software.



Land Rover of Northern Phoenix, one 25' 5" vertical carousel with 25 carriers and FastPic software.



Audi of Northern Phoenix one 23' 9" vertical carousel with 23 carriers and FastPic software



Austin Martin & Jaguar of Northern Phoenix, one 25' 5" vertical carousel with 25 carriers and FastPic software.

