



## USING SEGWAY PTS AT A WAREHOUSE

### CUSTOMER

Raymour & Flanigan Furniture, Liverpool, NY

### CHALLENGES

Raymour & Flanigan Furniture is a privately held, family-owned furniture retailer with nearly 90 locations across the north-eastern United States. The company was looking into possibilities for improving the productivity of its NDC (Northern Distribution Centre) leadership team as they manage the operations of a 600,000-square-foot (55,742 m<sup>2</sup>) facility.

### SOLUTION

According to Tom Reilly, the company's regional director of distribution, it was following the construction of a 400,000-sq. ft. (37,161 m<sup>2</sup>.) addition to this facility in 2006 that the company first thought that Segway Personal Transporters (PTs) might play an important role in managing its NDC operations.

"In August 2007, we arranged for a 30-day trial of the Segway PT to see how it would perform in this environment. We thought they could increase our responsiveness to our associates' needs by reducing interior travel time within the buildings and across our 65-acre campus. For example, when one of our NDC associates has a question at one of our 78 dock doors, the Segway PTs enable our supervisors to travel quickly to them and respond."

Based on the success of the trial, Raymour & Flanigan purchased three Segway i2s in September 2007. Each of these units was equipped with a side cargo system that enabled supervisors to efficiently carry their hand-held scan guns, clipboards and paperwork.

In this regard, the zero turning radius of the Segway PTs offered a big advantage in enabling associates to manoeuvre safely throughout the aisles, corners, staged furniture and shipping and receiving docks of the NDC.