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*Judge's comment*  
"This showed clear productivity gains and improved health and safety and benefits that are sold to customers"



## BEST USE OF TECHNOLOGY **Palletways (UK)**

Judges looked for a project that used the latest technology to enhance a service that resulted in clear benefits to customers and/or improvement in efficiency. They wanted to know the problem to be solved or the service to be enhanced; details of the technology applied; and how it was applied to the operation

What links the Notre Dame cathedral with the FBI and cheese maturation? The answer, surprisingly, is Palletways. The network had a problem. Its volumes were rising, but its data-capture process could not keep up. A system had to be developed.

Palletways found inspiration from an architectural surveyor who had used a high-definition camera to scan Notre Dame cathedral in Paris, and facial and vehicle recognition software. If the two could be combined, Palletways would have a data-capture technology that would allow it to monitor the condition of each vehicle and pallet entering the network and automated pallet scanning.

However, using traditional digital photography, the capturing of images approach was not successful. Working with its PoD scanner supplier, Palletways was introduced to a specialist that worked with the FBI on handwriting recognition and image scanning of cheese during maturation. The technology worked and allowed the network to develop the Palletways Arch Scanning System (Pass).

The judges said the increase in volumes meant a need for enhanced



FROM LEFT: Sean Lock, Dave Daniels and Martyn Young of Palletways and John Folliss of Bridgestone UK

service – and Pass delivers this. The system uses a network of scanners and HD cameras to scan and photograph each pallet and vehicle entering a Palletways warehouse. It ensures the location and condition of each pallet is visible to any user of its Port web portal from any device with internet access.

The arch comprises eight banks of two vehicle scanners, 16 barcode scanners and two HD cameras. Each bank is positioned on the entrance and exit of every Palletways warehouse to scan everything going in and out. It has to store about 10Gb of data a day as well as providing analysis and

interrogation capacity to all interested parties.

Pass has led to a 23% improvement in pallets per shift per full-time employee; a 6% reduction in the direct cost per pallet; a 1.5 percentage point increase in network service performance and £2m-worth of business won so far this year.

**"It's never been done before. We spent the thick end of £1m. It took a brave decision to make that investment. This award is a just reward for that"**

**Martyn Young, MD, Palletways (UK)**