APEX

Great Lakes Aggregates

Great Lakes Aggregates, LLC was established in 2003 as a mining and concrete recycling company in Southeastern Michigan.

The Challenge

Great Lakes Aggregates wanted to step up their service and customer experience game by providing a seamless process flow. They wanted to enhance their customers' load time and streamline their process from check-in to departure. They also wanted to ensure the safety of the customers that they service.

The Solution

They implemented Apex scale ticketing combined with an Automatic License Plate Recognition (ALPR) at all 4 of their locations. The scale ticketing system eliminates the common issues of handwritten errors, misplaced tickets, and handwriting recognition challenges.

It also results in greater time and labor savings while improving data accuracy. Point-of-sale modules interface directly with the quoting, dispatch, transportation management, and back-office modules to ensure timely and accurate information flow. When combining the scale ticketing system

with site automation technologies, the process has streamlined the amount of time the customer vehicles are on the premises. The ALPR cameras further expedite the process for their customers by streamlining the entire process starting with checking in to weighing out with a load ticket.

Once on site, the vehicle is identified in the Apex system once it passes the check in ALPR camera.

LOCATION
Michigan

INDUSTRY
Aggregates

RESULTS
Faster Operations

This is confirmed by displaying a "green light" to direct the driver to proceed towards the material loading zones. A driver can confirm his assignment with the scale operator through radio contact or utilizing an auto check-in lane if repeating previously ticketed job and product information.

Once confirmed, the system will capture the tare weight and communicate the customer ID and target weights to the entire Apex loadout system. The system will update remote displays for the scale operator as well as each customer service loader allowing the view of ticketing information, the required material, and time-in-yard metrics.

The loader operator uses their Wireless Loader program to view all vehicles onsite to be loaded. The program provides all the information needed to load the vehicles from a portable tablet mounted inside the cab of the customer service loaders.

After being loaded, the customer vehicle proceeds towards the outbound scale where the vehicle's license plate is read again. The system captures the gross weight and initiates a "green light" for the driver signaling the load ticket is printing to the remote printer kiosk for their retrieval.

The Result

"We haven't even had the system for a year, and we've already expanded this technology to two additional locations – that's how quickly we were able to see results," said Jordan Stol, Great Lakes Aggregates. "With the help and support of Command Alkon, we were able to vastly improve upon our operations, and our customer service is only one of the many focal points that has benefited from these upgrades."

With Apex, about 95% of their customer haul trucks are fully automated, meaning the customer can use the check-in express lanes, be loaded with the appropriate materials, and receive a load out ticket without having to speak to any employees. "Changing the industry for the better takes a lot of hard work," said Jordan. "Command Alkon has consistently

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KEY TAKE AWAYS

- Apex sites can be unmanned by operating with remote ticketing. This allows their employees to see each and every truck that enters all of their locations with their ALPR technology.

- Operators see all of the loading information required. This eliminates lost drivers without any means of communication.

- Drivers stay inside their vehicle.

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proven to us that they are up for the challenge." Great Lakes Aggregates sites can be unmanned by operating with remote ticketing capabilities. This allows their employees to see each and every truck that enters all of their locations with their ALPR technology. With the Wireless Loader, the operators see all of the loading information required. This eliminates lost drivers without any means of communication needing to wave down an operator and climb up towards his cab to tell him what material he wants and how much, and it ensures that every driver stays inside their vehicle.

In the very rare case there is an issue with a ticket printed at the kiosk, the scale operator can easily fix the ticket and send it right back to the designated printer kiosk without the driver having to turn in the incorrect ticket or walk into the scale house to have it corrected.

Command Alkon

Transforming your operations by replacing manual and complex tasks and processes with efficient, scalable, and reliable solutions. Learn more at commandalkon.com