

**COMMANDBATCH**

The Wells Group

The Wells Group, a family-owned ready mix concrete producer, operates 36 plants across eastern Kentucky and neighboring states.

The Challenge

The Wells Group faced significant challenges as they expanded through acquisitions. Each new plant often came with a unique set of hardware and software for production and quality control, leading to inefficiencies and inconsistencies in batching processes. The need for standardization became evident, as employees struggled to learn multiple systems, resulting in errors, accidents, and reduced productivity.

As the organization grew, the complexity of managing diverse systems not only hindered operational efficiency but also created a fragmented work environment where collaboration across plants was limited. This ultimately threatened the company's ability to maintain high standards of quality and service, which are vital in the competitive ready mix concrete market.

The Solution

To address these challenges, IT Manager Alex Goodpastor initiated a comprehensive upgrade of their batching systems. They transitioned from

various legacy systems, such as Eagle and Spectrum, to a standardized COMMANDbatch system from Command Alkon. This involved replacing outdated and inconsistent batching systems across all plants with COMMANDbatch, which offers advanced automation and error detection capabilities.

Recognizing the importance of a smooth transition, Alex Goodpastor, certified to install the systems



LOCATION
Kentucky



PROJECT TYPE
Ready Mix Production



RESULTS
Standardization

himself, managed the hardware installation and trained batch operators on the new system. This streamlined the transition process, allowing for rapid implementation within just a few days. "Installation takes about two or three days to install the hardware, and then an additional two to three days to get the batch operator trained on the system," says Alex. "After that, we're pretty much able to go full force; it's really simple."

By establishing COMMANDbatch and EZ Cal hardware across all facilities, operators could seamlessly transition between plants without a steep learning curve, leading to a more efficient workforce. This not only reduced the training time but also empowered employees to take ownership of their roles, fostering a sense of pride and accountability within the team.

The Result

The implementation of a standardized batching system yielded significant improvements in productivity and quality. The standardized COMMANDbatch system allowed for consistent batching, reducing manual weighing errors and ensuring uniform loads regardless of plant size.

This efficiency translates to smoother operations during acquisitions and transitions. The advanced features of COMMANDbatch minimized material overages and inconsistencies, leading to cleaner loads and higher-quality concrete. Operators reported greater satisfaction with the batching process. "COMMANDbatch is great," says Alex. "I am not impressed with the other computerized batch systems. I'm sure that they're great at making concrete, but with COMMANDbatch, I know that I'll be producing quality concrete."

The ability for operators to work interchangeably across different plants without additional training fostered a more agile workforce, enabling The Wells Group to respond quickly to market demands. The transition to a single, user-friendly system improved morale among employees, who appreciated the ease of use and reliability of the new technology.

KEY TAKE AWAYS

- Improved productivity by standardizing batching systems with COMMANDbatch
- COMMANDbatch enabled employees to work across plants without extra training
- Technology investment and standardization positioned The Wells Group for growth.

Furthermore, this strategic move not only enhanced internal operations but also strengthened customer relations, as clients benefited from faster service and consistently high-quality products.

Through strategic investment in technology and a commitment to standardization, The Wells Group successfully overcame the challenges posed by expansion, positioning themselves for continued growth and excellence in the ready mix concrete industry. The company's proactive approach to addressing potential pitfalls allowed them to build a solid foundation for future endeavors.

As they continue to explore opportunities for expansion, The Wells Group remains focused on leveraging technology to drive operational excellence and maintain their competitive edge in the market. With a clear vision for the future, they are poised to adapt to evolving industry demands while upholding their reputation for quality and reliability.



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