

CASE STUDY



GOLDEN TECHNOLOGIES

BACKGROUND:

- World's leading manufacturer of seat lift chairs
- Product lines: Lift chairs, power wheelchairs, scooters, luxury beds
- Headquartered in Old Forge, PA
- Products sold and distributed worldwide

CHALLENGES/SOLUTIONS:

- Maximize time and cost efficiencies by organizing and maintaining warehousing of all four product lines
- Meet dealer need of wider selection of products and fabrics in shortest amount of time possible by enhancing warehousing/shipping process
- Better serve Golden's retail dealer network by administering warehouse express ship program
- Build internal enthusiasm by providing responsive service to Golden sales executives at both manufacturing facilities

MORE INFO:

www.goldentech.com
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A CASE OF SUPERIOR SERVICE

“Bringing LeSaint on as a warehousing operations partner was one of the best decisions we’ve ever made. Their ability to organize inventory and smooth out our warehousing process has meant better customer service, more efficient delivery and a happier dealer network.”

—John Eremo
Traffic Manager, Golden Technologies

As a nationally recognized Top 100 3PL provider, LeSaint Logistics had the know-how, flexibility and service performance history to enable Golden Technologies in powering its supply chain with intelligent solutions that streamlined its inventory management and helped boost its bottom line.

Golden Technologies is a manufacturer of high quality seat lift chairs, power wheelchairs, scooters, and luxury adjustable beds that provide leading-edge solutions to peoples' daily mobility needs. It distributes and sells its products throughout the world, from the US and Canada, to Australia, Europe and Japan.

LeSaint Logistics was chosen by Golden Technologies to help manage the company's critical retail warehouse operations. The experts at LeSaint provided dedicated services that managed inventory cycles to maximize the speed of product delivery. LeSaint helped Golden Technologies better meet its dealers' needs by organizing warehouse inventory and ensuring efficient shipping from multiple locations.

“LeSaint is always responsive to our needs. Whether it's a phone call fielding questions or asking them in a moments notice to tour a facility, they accommodate. And their facilities are spotless, well organized and top notch all the way,” added John Eremo.

Two of the keys to Golden Technologies' success have been its commitment to product quality and superior dealer service through its headquarters in Old Forge, PA.

“We were very impressed with Golden's commitment to serving their customers and with our know-how, I knew we could help them add additional power to their supply chain through LeSaint's proven capabilities and more efficient warehousing,” said LeSaint President Jeff Pennington.

In an effort to increase its sales and improve service to its retailers, Golden had a lift chair warehouse express shipment program. With the program, over a dozen models in thirteen different fabric selections could be ordered and shipped in 48 hours or less.

LeSaint put its know-how to work for Golden Technologies with proprietary technology, like WareTech™, software that manages inbound and outbound shipments, fulfillment operations and inventory control, and WareTech™ Portal, real-time reporting with web-based order and inventory status, customized reporting and email alerts.

According to Dino Moler, Vice-President, Sales and Marketing, “At LeSaint, we understand the importance of technology in helping our clients gain an edge in today's retail battlefield and so did the experienced executives at Golden Technologies. That's what made our collaboration work so effectively.”

With its dedication to quality and service, it's not surprising that Golden Technologies is the world's leading manufacturer of seat lift chairs and an emerging leader in the manufacture of scooters, power chairs, and adjustable beds. LeSaint is proud to be Golden Technologies' trusted logistics provider.