palletising

Customer Story

Flexible automated palletising at Entyce





Entyce Beverages Isando Coffee Factory is operating in South Africa. Their factory in Johannesburg, Isando, produces coffee, creamer and related products all year round, which results in a continuous stream of boxes to be palletised. In order to automate the process, Entyce decided to work with CSi palletising to create a completely new line from packing up and to wrapping, within their existing factory layout, configured especially for Entyce's specific needs and with added automatic stretch wrapper and labelling machines. Eckhardt Horstmann, Divisional Industrial Engineering Manager at Entyce, takes us through the process.

The i-Pal is a machine which can be adjusted according to the customer's needs. The modularity of the system allows it to be easily integrated into the existing factory, which was a tight fit. The system's modularity also makes the set-up flexible, resulting in the option to quickly switch between multiple SKU's, allowing for differences in weight of the SKU's and add on additional palletising equipment in the future.

ENTYCE

- ✓ Plant in Johannesburg, South Africa
- ✓ Production of coffee and coffee creamer
- ✓ Entyce has 3 plants, all in South Africa

Eckhardt Horstmann

- ✓ Divisional Industrial Engineering Manager

Why did you choose i-Pal from CSi?

"The flexibility of the i-Pal was the main selling point", says Mr. Horstmann. "CSi was one of the few companies that offered a single modular solution. That gave us flexibility and still made a complete system. With the i-Pal we can also have a pallet ready for transport every two minutes, compared to before when it was every five minutes, with a way better stacking accuracy and stacking repetition, eliminating the need of corner posts for support and sturdiness. The system including i-Pal was specifically modularly tailored to our needs at a very competitive price, which is why we chose it. If this installation runs smoothly for a few months, then we'll look into having a CSi installation at our other factories."

INNOVATIONS & TECHNICAL HIGHLIGHTS OF CSi'S PLATFORM

- ✓ Fit for purpose
- ✓ Short installation time
- ✓ Small footprint
- ✓ Very low operational costs
- ✓ Double stacking of pallets
- ✓ Single modular solution

What element of the system are you happiest with?

"In the old situation, pallet stacking and wrapping would be done manually, then a forklift would drive the finished pallets between the packaging lines to the warehouse. It could sometimes be quite dangerous, with so many moving objects", Mr. Horstmann continues. "One pallet weighs about 500 kg, so we are worried about our workers there. By having an automated palletising system, we've eliminated this safety risk. Manual palletising and wrapping also made the pallets slightly unstable, and the new automated palletising system enables us to stack and wrap pallets perfectly straight so they don't warp anymore. We now can double stack pallets vertically, each stack weighing 1000 kg. With the CSi system we can look after our people as well as our product."



How did you experience the cooperation with CSi?

"CSi was persistent when it came to providing the right solution, so in the end this was the plan we went with. CSi took our needs into account and set up a system specially configured for Entyce.



We also felt that the CSi employees are technically skilled and really know what they are talking about. Another small but meaningful example of the good collaboration with CSi were the meetings, which were clear and well organised. During the meetings we were impressed with how prepared and well-informed everyone was.

During the installation of the system we had a couple of guys from CSi onsite with us and it was almost holiday time in South Africa. The installation required the guys to stay three days longer while I was on my holiday and because they communicated well, I felt comfortable leaving them for a few days. The guys were very professional and responsible and there is a very positive customer relationship between CSi and us.

Initially we were afraid the support from CSi would be a problem, because we are halfway around the world from their head office, but the communication has gone quite smoothly. We know we haven't been deserted by CSi and they are continuing to support us with SLA options, 24/7 remote support and periodic visits by themselves or their local service partner, even now that the installation has been delivered", Mr. Horstmann concludes.

CSi'S EXPERIENCE

- ✓ The optimal floor plan was created in good cooperation with Entyce
- ✓ A compact space, but CSi managed to install an extended palletising system with 2 robots, a shuttle car, and a stretch wrapper with automatic corner application and a pallet labeller
- ✓ Communication with Entyce was very professional and efficient
- ✓ Enjoyable and interesting project, good collaboration with Entyce

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