

# Mercedes-Benz Manhattan, Inc.

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**“The SupplyPro equipment has worked reliably, their support services were responsive and it has provided substantial savings in unproductive technician time and tool replacement costs.”**

**Dan Edwards  
Service Director  
MB Manhattan**



**Supply  
Pro**  
*simplicity that delivers*

## CASE IN POINT:

### Mercedes-Benz Manhattan

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### Special Tools are Costing You More Than Just Their Purchase Price

For Mercedes-Benz, special tools are a critical and costly element when servicing complex repairs on high-end vehicles. The last thing a service manager wants is for technicians to waste valuable time looking for them. Not knowing where the tools are can make or break your service record and can escalate operating costs dramatically. Enter SupplyPro...

On the frontlines, Mercedes-Benz Manhattan, Inc. (MB Manhattan), the only corporate-owned dealership in the U.S. for the automaker, has the ever-increasing task of servicing the expanding fleet of Mercedes-Benz passenger cars. Each new series has more model line, and management needed a way to control and monitor these assets.

#### Mercedes-Benz Manhattan Stats

- 700+ special tools
- Special tools investment exceeds \$125,000
- Historical tool replacement costs have approached 29% annually for the most commonly used tools
- Lost productivity due to time spent searching for tools

#### Before SupplyPro

During a documented study period:

- Average special tool search time – 30 minutes
- 57% of searches ended without locating the tool
- 9% were found to be broken

Dan Edwards, Service Director, MB Manhattan, said, "The shop foreman estimated that, for the most commonly used tools, technicians had to search the shop for the needed tool about 80% of the time."

#### MB Key Tool Management Objectives:

- Increase service revenue by increasing service productivity
- Reduce the amount of dollars spent on tool replacement due to being misplaced
- Establish tooling accountability through audit trail documentation
- Quickly identify damaged tools



Mercedes-Benz

standard service equipment program

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**MB Manhattan recognized the potential to increase service billing by more than \$120,000 by simply recapturing 80% of the time previously lost searching for tools.**

This productivity impact drives increased billable hours and enhanced customer satisfaction as work is performed on schedule.

**The SupplyPro Solution**

The service organization selected 114 of the most commonly used special tools for management in a combination of the SmartDrawer, SupplyLink and SupplyLocker solutions from SupplyPro. As an added benefit, MB Manhattan was able to utilize existing cabinets to accommodate the new SmartDrawer lid covers – a definite cost savings.



SmartDrawer



SupplyLocker

**Mercedes Benz Manhattan**

Dan Edwards, Service Director

*“The average time to locate a tool from the system, regardless of whether it is in the system or checked out by another technician, was under two minutes.”*

**One Year Results from Mercedes-Benz Manhattan**

- **Reduced the search time** spent looking for tools from **28 minutes to less than 2 minutes** per use
- Created a **potential increased service billing exceeding \$120,000 annually** through a **93% reduction in search time**
- **Reduced special tool replacement rate from 29% to 2%** for the most-frequently used tools during the pilot period; projecting **savings of over \$20,000 per year in tool replacement costs**

**Major Business Objectives Recognized**

- A major efficiency boost in service operations
- Greater employee productivity and job satisfaction
- Increased service and maintenance revenue
- Insight into employee productivity previously unattainable
- Increased customer satisfaction



## The SupplyPro Automotive System:

- **SmartDrawer** – Brings organization, control and accountability to tools stored in Stanley-Vidmar, Lista or Rousseau cabinets
- **SupplyLocker** – Manages the check-in/check-out of larger tools
- **SupplyLink** – Universal, graphical control module that drives SupplyPro devices



## Hard, Bottomline Benefits You Realize from Implementing SupplyPro... *ones already being realized by other dealerships:*

- Increased service productivity through immediate availability of special tools
- Increased Service Department revenue through faster service order completion
- Optimized tool set management – having the right quantity of most-frequently needed tools
- Increased customer satisfaction through timely completion of service orders
- Reduced tool replacement costs
- Full accountability for tool loss
- Timely replacement of broken tools



### Mercedes-Benz USA

William Vetter  
Team Leader- Diagnostic Tools and Equipment

***“It’s simple; technicians make money when they are producing in their workbay, not when they are searching the shop for special tools. The SupplyPro system reclaims that lost productivity with real world efficiency gains that have been clearly proven in Mercedes-Benz dealerships.”***

## SupplyPro - Simplicity that Delivers

SupplyPro, Inc. is the premier provider of Point-of-Use (POU) inventory management solutions with over 4,500 installations in 39 countries. Our solutions bring proven simplification to the distribution and management of MROP, safety and tooling supplies at the work cell. Easily adaptable to customers’ business environments to deliver the industry’s highest return on investment. Industry-leading capability to interface to existing ERP and supply chain systems. **For more information, visit [www.supplypro.com](http://www.supplypro.com), email [info@supplypro.com](mailto:info@supplypro.com) or call 1.858.587.6502 or 1.513.671.4933 x. 107.** SupplyPro solutions are also available through the Mercedes-Benz Standard Service Equipment Program (SSEP). To place an order, or for more information, contact your local MBUSA district manager or call: 1-888-458-4040.

