

**KALMAR SERVICE COMES UP TRUMPS AT PORT OF FELIXSTOWE**



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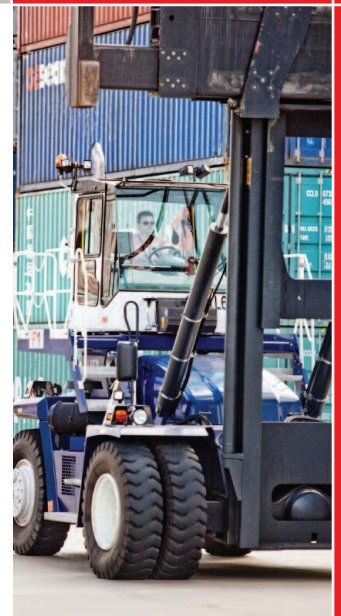
Tim Clarke  
Area Sales Manager,  
Kalmar Ltd

As the UK’s largest container port, the Port of Felixstowe (PFL) handles more than 40% of the UK’s freight containers, employs some 3,000 personnel and operates twenty-four hours a day, seven days a week. For this reason it was essential that PFL had a reliable and highly efficient container handling fleet, without which, it simply would not be able to function. When its fleet of container handlers needed replacing therefore, PFL turned to market leaders, Kalmar, for assistance.

Based at Felixstowe in Suffolk, PFL is a member of the Hutchison Port Holdings (HPH) Group, a subsidiary of the multinational conglomerate

Hutchison Whampoa Limited. HPH is the world’s leading port investor, developer and operator with interests in a total of 47 ports, spanning 24 countries throughout Asia, the Middle East, Africa, Europe, the Americas and Australasia.

Prior to the new fleet of Kalmar trucks being installed at the port, PFL used a fleet of container handlers it had acquired over the years from different manufacturers. With its commitment to maintaining high levels of customer service and productivity however, the decision was made to invest in a new fleet of container handlers from a single source.



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### Complete finance and service solution

The contract was put out to tender and after a comprehensive site assessment, Kalmar submitted outline specifications for a fleet of empty container handlers, loaded container handlers and reach stackers. But as Tim Clarke, Area Sales Manager for Kalmar, explains, it was Kalmar's ability to provide a complete rental and maintenance package that made a crucial difference.

"There was no single incumbent supplier at PFL, because its original fleet had been made up of trucks from different manufacturers – Kalmar included. Having built up a solid working relationship with us, PFL was accustomed to our high level of customer service. But our real differentiator proved to be the complete solution we tailored specifically for this application," explained Tim.

"PFL wanted to be sure that the new trucks would not only be up to the task, but would have sufficient service back up to ensure maximum uptime. Thanks to our proven service track record and because we have the greatest number of highly skilled service technicians dedicated to container handling equipment working throughout the UK, we were able to come up with an ideal solution to meet PFL's requirements," Tim said.

The solution was to supply the new fleet on a contract hire deal which included Kalmar's Fleet Management service. Fleet Management is Kalmar's ultimate all-in-one solution to machine acquisition and usage, offering flexible finance and full maintenance for the duration of the contract at an agreed fixed cost. The fleet at PFL is maintained by a team of resident engineers employed by Kalmar as part of the package.

### Kalmar Limited

Siskin Drive, Coventry, CV3 4FJ, UK  
tel: +44 (0) 24 7683 4500, fax: +44 (0) 24 7683 4523  
email: [ukinfo@kalmarind.com](mailto:ukinfo@kalmarind.com)

### The new fleet

The new fleet comprises 12 Kalmar DCF 90-45 empty container handlers, 4 Kalmar DCF 410-CSG top-lift loaded container handlers and 1 Kalmar DRF Reachstacker.

The trucks were transported from Kalmar's main factory in Lidhult, Sweden, and underwent an assembly, commissioning and test process over a two week period upon delivery. Once installed, staff went through a thorough training and familiarisation programme to ensure all operators were fully aware of the new equipment's capabilities.

Handling empty containers is a fast-paced job: they have to be moved or stacked quickly and efficiently. Kalmar's empty container handlers have been designed for use at ports and with ease of operation in mind. Excellent all-round visibility and ergonomic, easy to use controls in the cabin allow precise placement of the load. With a stacking height of five 9'6" containers and a total weight lift capacity of nine tonnes, the new trucks will provide PFL with much faster turnaround times and greater manoeuvrability of containers around the Port.

Kalmar supports the fleet with a dedicated team of 5 on-site engineers based at workshops provided by PFL. The support contract runs from 7am to 7pm weekdays and includes mornings at weekends, which allows maintenance to be carried out at non-core times. Out of hours emergency cover is also provided to handle any operational emergencies and an on-site stock of parts ensures a high rate of first fix.

"We have a committed team of highly skilled professionals working on this contract, dedicated to providing the high quality service which Kalmar is known for," said Tim.

