WAITES

HOW ONE OF THE WORLD'S LARGEST FULFILLMENT OPERATORS KEEPS PRODUCT MOVING



$1.8M in avoided downtime. 350+ hours of fulfillment operations protected. Full ROI in under 12 months.

WHEN MATERIAL STOPS MOVING, BUSINESS STOPS MOVING

One of the world's largest fulfillment and distribution operators is building the next generation of highly automated facilities, where AI, automation and real-time systems work together to move more product, faster.

As that automation scales, so does the cost of interruption. A developing issue on critical conveyance equipment can quickly constrain throughput. The company needed continuous visibility across difficult-to-access material handling equipment (MHE) that traditional inspection routes could not practically cover.

To close those gaps, the company deployed **Waites Conveyance™**, giving maintenance teams earlier visibility into developing problems and clear, prescriptive guidance to intervene before equipment stops.

PURPOSE-BUILT FOR ALWAYS-ON OPERATIONS

Across **seven fulfillment facilities**, the customer installed nearly **10,000 Waites Conveyance™ sensors** on critical conveyance and MHE, giving maintenance teams end-to-end visibility across assets with the greatest throughput dependency and downtime exposure.

As developing conditions are identified, maintenance teams receive clear, prescriptive guidance from CAT II+ analysts on **what asset is at risk, when intervention is needed and what action to take**, allowing repairs to be planned around operations instead of triggered by an unexpected failure.

POWERED BY WAITES AI

AI trained on 13+ trillion historical machine readings and informed by 10+ billion new readings each day.

HOW WAITES CONVEYANCE™ WORKS

Monitor continuously

Critical conveyance and MHE is continuously monitored, including dense, difficult-to-access areas that manual inspection routes can miss.

Detect developing conditions

Waites AI identifies changing machine-health patterns before they become equipment failures.

Validate and prioritize

Certified analysts review actionable conditions and provide clear, prescriptive guidance based on equipment condition and operating context.

Plan the repair

Maintenance teams know what asset is at risk, when intervention is needed and what action to take, allowing repairs to be planned around operations instead of triggered by failure.

WHAT WAITES DELIVERED



$1.8M
AVOIDED DOWNTIME COSTS

350+ HRS
FULFILLMENT OPERATIONS PROTECTED

200+
COMPLETED MAINTENANCE ACTION ITEMS

12 MONTHS
TO FULL ROI

ONE DEVELOPING CONDITION. $40,000 IN AVOIDED COST.

At one high-volume fulfillment facility, Waites identified increasing vibration on a conveyor take-up roller, indicating worsening bearing condition and potential issues with clearance, belt tension, and alignment.

With the issue identified before failure, the maintenance team replaced worn components, corrected alignment, and retensioned the system. Post-repair data showed improved vibration levels and restored equipment performance.

8 HOURS
OF UNPLANNED DOWNTIME AVOIDED

$40,000
IN TOTAL COST AVOIDED





PREVENTING DOWNTIME KEEPS MATERIAL MOVING

Waites Conveyance™ turns developing equipment problems into planned maintenance, helping high-utilization operations protect throughput, improve labor efficiency, and strengthen the return on existing automation investments.

Keep Your Business Moving.

Explore Waites Conveyance™

CREATING A WORLD **WHERE NOTHING BREAKS®**

WAITES.NET

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