Material handling automation and warehouse execution systems
Intelligrated helps retailers, manufacturers and logistics providers build smarter distribution and fulfillment operations, using the right mix of automation, software and labor. Reliable, high-performance solutions from Intelligrated utilize innovative concepts, industry-leading automation equipment, advanced controls and software to optimize productivity.

“Automation that delivers” means providing best-fit solutions backed by total lifecycle support, reliable project execution and a company-wide commitment to deliver on promises.
Through a broad portfolio of automation equipment, software, service and support, Intelligrated solutions optimize distribution and fulfillment processes, increase efficiency and give businesses a competitive edge.

About Intelligrated

Intelligrated is a leading North American-based, single-source provider of intelligent automated material handling solutions that drive distribution and fulfillment productivity for retailers, manufacturers and logistics providers around the world. Through a broad portfolio of automation equipment, software, service and support, Intelligrated solutions optimize processes, increase efficiency and give businesses a competitive edge.

Intelligrated designs, manufactures, integrates and installs complete material handling automation solutions including conveyor systems, sortation systems, palletizers, robotics, automated storage and retrieval solutions, and order picking technologies – all managed by advanced machine controls and software. Solutions include industry-leading, Intelligrated-manufactured Alvey®, RTS™ and IntelliSort® brand equipment and warehouse management (WMS), warehouse control (WCS) and labor management software.

Every project is backed by Intelligrated’s 24X7 multilingual technical support and access to lifecycle service through a network of national, regional and local service centers. From concept to integration to lifecycle support, Intelligrated automation delivers distribution and fulfillment success.

Customer-centric solutions

From initial concepiting through ongoing service and troubleshooting, Intelligrated provides total lifecycle support for each system to maximize performance and return on investment.

- Operational support services
- Upgrades and modifications
- System assessments
- Field service
- Maintenance
- OnTimeParts™
- IN-24X7® technical support
- Training
- Design and build
- Solutions development
- Project management
- Systems integration
- Engineering
- Manufacturing
- Software and controls
- Installation
- Commissioning
Customers

Retail

Experience with more than 60 of the top 100 global retailers

Food

Beverage

Wholesale

Retail

Food

Beverage

Wholesale
Intelligrated develops, integrates and supports material handling solutions that meet specific business requirements across multiple industries.

E-commerce

Experience with more than 50 of the top 100 internet retailers

Consumer packaged goods

Third party logistics

Pharmaceutical and medical supply

Post and parcel
The Intelligrated Operations and Solutions Development (OSD) team is uniquely positioned to help customers evaluate and optimize distribution, fulfillment, manufacturing and supply chain operations. Composed of experienced automation professionals, OSD provides best-in-class customer service, superior quality designs and efficient operating strategies.

Employing a proven process approach and analytical methodology, this specialized team provides consultative services to evaluate customer operations and process flows. OSD analyzes comprehensive four-wall and network data, internal operational data drivers and external supply chain factors to identify continual improvement opportunities and provide data-driven recommendations. Intelligrated tailors solution designs to unique customer requirements in order to maximize return on investment and provide competitive advantages to meet current and future supply chain challenges. Services include:

**Operational support services**
- Operational assessments
- Start-up and peak operational support
- Operational mentoring and coaching
- Process and solution-based simulations

**Design and build services**
- Operational evaluation and data analysis
- Material flow and process flow identification
- Facility design
- Technology assessment
- Solution design
- Software functionality evaluation
- Integration assessment and identification
- Labor modeling
- Business case development and investment modeling
- Simulation modeling
- Implementation and execution planning
“The professional design and implementation skills demonstrated by Intelligrated were critical to the overall success of the project.” — Dave Wolfe, senior vice president, TransTech Consulting, Inc.

Systems integration

Intelligrated designs, manufactures, integrates and installs complete material handling solutions using the right mix of automation, software and labor for optimized productivity. Intelligrated engineering and project management teams understand the demands placed upon distribution and fulfillment operations and work with each customer to develop implementation, milestones and collaboration plans focused on timely, on-budget, successful implementations. With more than 15 engineering locations, 850,000 square feet of manufacturing space and a reputation for excellent project execution, Intelligrated offers end-to-end system integration services from initial project design and management through installation, commissioning and training.
Intelligrated solves the most demanding material handling throughput challenges with an extensive variety of conveyor equipment, software and controls ready for integration in today’s most sophisticated automated material handling systems.

Accumulating, transporting, diverting, metering and merging solutions from Intelligrated offer flexible options for case, tote and polybag handling. Forward-thinking designs and quality manufacturing meet industry demand for high throughput, ease of maintenance and reliable operation to ensure maximum ROI on each equipment investment.

Intelligrated offers a full line of standard and custom-designed pallet conveyor systems to meet the transportation and accumulation needs of manufacturing, warehousing and distribution operations. Turntables and transfers ensure proper load orientation and smooth, stable redirection of pallet flow.

Available as stand-alone equipment or in fully-integrated material handling systems, pallet conveyor systems deliver performance, durability and reliability while handling a wide range of conventional and specialty pallets.
Sortation systems

With more than 100 years of experience and thousands of installations, industry-leading IntelliSort sortation systems are mission-critical components of today’s most efficient automated material handling systems.

Intelligated sortation technology can accommodate virtually any product size, shape and capacity requirement with high-throughput, low-maintenance sortation. Experienced engineering teams analyze each application to develop a best-fit sortation solution.

“The sorter is so quiet that I can stand next to it and still have a cell phone conversation.”
— Doug Pace, General Manager, McKesson
Intelligrated’s Alvey palletizers and depalletizers are vital components of thousands of automated receiving and end-of-line packaging operations for manufacturers and distributors.

Intelligrated has more than 60 years experience providing palletizing solutions with industry-leading speed, flexibility and dependability for 24X7 operations.
“The benefits we’ve received from the new Alvey palletizer have been remarkable. Intelligrated’s Alvey palletizer truly is a stout machine that will carry Boulevard into the next 20 years of our business, and beyond.” — Mike Utz, plant engineer, Boulevard Brewing

Robotic solutions

Intelligrated is a single-source, certified robotics integrator with more than 20 years of robotic material handling experience, offering complete Alvey robotic solutions for applications in manufacturing, warehousing and distribution facilities.

Intelligrated offers system concepting, fabrication and integration, installation and commissioning, training and ongoing support. Scalable solutions feature product handling flexibility, consistent around-the-clock productivity and seamless integration with existing material handling systems.
Automated storage and retrieval systems (AS/RS)

The highly flexible and efficient Intelligrated one-level shuttle (OLS) system provides quick access to cartons, totes, and trays. Ideal for high volume distribution, fulfillment and manufacturing operations with high turn inventory storage and short order cycle times, the Intelligrated OLS system handles the widest variety of product types and largest carton sizes.

Typical applications include goods-to-operator order fulfillment, just-in-time inventory management, as well as product sequencing and buffering to support mixed unit load, full-case and break-pack order fulfillment, order consolidation and route-based delivery.

Order picking technologies

Whether shipping direct-to-consumer, replenishing stores or both, Intelligrated offers an ideal mix of material flow and picking technologies for each operation.

Adaptive fulfillment execution systems combine warehouse control and fulfillment methodologies to increase operational efficiency, labor productivity and customer satisfaction. Intelligrated leverages an innovative software platform and proven picking technologies to deliver a broad range of order fulfillment systems.
Intelligrated software manages people, processes and equipment to meet dynamic, demand-driven omnichannel distribution requirements. From conveyor and sortation control to warehouse management, warehouse control and labor management solutions, Intelligrated warehouse execution systems (WES) optimize fulfillment, providing the efficiency, accuracy and speed required for today’s high-performance distribution operations.

The WES platform acts as the operational brain, delivering real-time responsiveness through automated decisions based on constant analysis of orders, inventory, labor, processes and equipment information. Architected from the machine control level out and designed with modular pre-built apps and flexible business process workflows, WES offers a scalable solution to fit current and future operational needs.

**Software capabilities**

- Warehouse management (yard, receiving, putaway, stock locator)
- Warehouse control (conveyor and sortation routing, AS/RS optimization)
- Order fulfillment software (pick, put, pack, ship)
- Order picking technologies (RF, voice, lights, karts)
- Labor management software (LMS)
- Supply chain business intelligence software (BI)
Customer service & support

Intelligrated Customer Service and Support provides all the services, parts and support needed to keep systems running at peak efficiency. Staffed with a network of Intelligrated professional customer service and support specialists, multilingual customer service is accessible 24X7 with a single number to call: +1 877.315.3400.

- 24X7 technical support
- Dashboard™ documentation and incident tracking
- OnTimeParts™ genuine OEM spare and replacement parts
- Field service
- Resident maintenance services
- Equipment and system assessments
- Upgrades and modifications
- System and maintenance training
- Obsolescence planning
- Technology repair services
- Technical support agreements
- Warranty administration
- Live part assistance and ordering
From initial concepting through ongoing service and troubleshooting, Intelligrated provides total lifecycle support for each system to maximize performance and return on investment.

24X7 technical support
IN-24X7 Technical Support connects customers to Intelligrated’s experienced service team equipped with remote access to troubleshoot, identify and respond to issues with proven support solutions. Call day or night, weekdays or weekends – even holidays – to directly connect with a knowledgeable Intelligrated customer service engineer. Customers can also receive assistance with parts, field service, assessments, training, upgrades and modifications. IN-24X7 Technical Support includes:

- Customer Service Dashboard™
- Knowledgebase™
- Technical support agreements
- Software maintenance

Upgrades and modifications
Modernizations, modifications and upgrades revitalize equipment by replacing obsolete and worn parts while extending functionality and increasing performance. Upgrades and modifications add years to the operational life expectancy of a system and increase ROI, capacity, throughput and uptime. Intelligrated offers upgrades and modifications for:

- Conveyors
- Palletizers
- Sortation systems
- Robotics
- Order fulfillment systems
- Software and controls

Resident maintenance
Industry metrics confirm limited availability of tradespeople with expertise to maintain complex material handling systems. Resident maintenance programs put certified Intelligrated technicians on-site, as a full-time extension of client staff dedicated to handling often overlooked maintenance functions to extend the life of equipment, lower total maintenance costs, and maximize system uptime and availability. Resident maintenance services:

- Enable management to focus operations team on mission-critical projects
- Assume full responsibility for recruiting, hiring and training maintenance personnel
- Correct issues faster with greater access to information and resources
Locations

In addition to corporate headquarters in Ohio, Intelligrated has key systems operations in California, Maryland, Missouri, Colorado, Georgia, Michigan and New York, as well as ISO 9001:2008 certified manufacturing facilities in Ohio, Missouri and Kentucky. The company continually expands its national and international footprint, with strategically-located regional operations throughout the United States, Canada, Mexico, Brazil and China to provide customers with convenient access to highly-skilled resources for system design, installation and support.

Intelligrated headquarters
7901 Innovation Way Mason, Ohio 45040
+1 866.936.7300