



Ernest  Packaging Solutions™

WHITE PAPER

Case Study: Ernest Equips Boman Kemp for Success



**Ernest
To The
Rescue**

Whatever industry you're in, finding a better way to do things is always better for business—and it's also the Ernest way. See how we helped a client with a weighty problem find the perfect solution.



In addition to custom designing and engineering packaging solutions for any business need, Ernest also offers innovative technical support and services for packaging equipment and processes.

Unlike some companies who send out one rep to sell equipment and another to perform maintenance, Ernest's technical reps are trained and skilled in equipment engineering, features, benefits, and support. Having seen every kind of machinery, procedure, and practice under the sun uniquely positions Ernest to help customers by connecting them with the right equipment,

and then keeping their equipment, systems, and business running like a well-oiled machine. From preventative maintenance to process optimization, Ernest does more than providing support—we share expertise.

When the Ernest team in Salt Lake City saw a unique opportunity to equip a customer with a better solution that would increase process efficiency while reducing damages to their product during shipment, the outcome was added value all around.



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A weighty problem

Boman Kemp manufactures structural steel and rebar basement window well systems. Their premier products bring light and ventilation into home basements, while meeting residential egress and emergency escape codes. Based in Utah, the company distributes its products across the country and in Canada, with many customers in the Midwest, where nearly every home has a basement.

The Boman Kemp window systems are shipped in pieces, with individual roll-form steel frames stacked and stretch-wrapped for security. Previously, two workers hand-wrapped each stack at the Boman Kemp facility, using a pole and a giant roll of stretch-wrap. Next, they added polymer bags for extra protection. Finally, the crew

secured each stack onto the pallet using steel bands. Kerry Hipwell, Boman Kemp's supplies purchaser, explains: "We ship the product on open trailers, so we had to put four steel bands on each pallet—two each way—to hold the system in place during transit."

Even with this multi-part packaging solution, Boman Kemp was having trouble. The steel frames weigh a lot. As trucks cross the country on highways, sometimes the driver has to hit the brakes. If they brake too hard, the heavy frames were shifting and actually cutting through the steel bands. This resulted in significant damage to the product, and losses for the company.

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“When one person does the sale and another does repairs, there can be a disconnect. But I can talk to an engineer, an owner, or an operator, and say here’s what we can expect, here’s what you do, and here’s what to look out for. That’s really valuable for our customers.”

Kurt Robb
Ernest Salt Lake Division
Equipment Manager



Re-engineering the wrap

When Ernest's Salt Lake City team learned about the issues Boman Kemp was experiencing, they set out to find a better way. The first step towards process optimization is to understand exactly what processes are being used in order to determine where improvements can be made. Ernest often does a cost per package analysis, which involves calculating each individual package's material and labor costs to evaluate the return on purchasing new equipment.

Kurt Robb, Ernest Salt Lake's Equipment Manager, explains, "We do our research first, so we understand who they are and what we do. Then we tour the facility, reviewing their entire process and any specific concerns they have—such as damages, packaging, or labor—to identify the 'pinch points' where we can find a better solution. From there we design, develop, and integrate equipment into their flow." Robb, who has been with Ernest for 22 years, says the real added value Ernest brings to the table is deeper knowledge about the equipment itself.

“As soon as we saw what this piece of machinery could do, we knew it was exactly what we were looking for. It was almost like they designed it just for us.”

Jeff Kemp, Boman Kemp CEO

For Boman Kemp, the goal was to improve the packaging from an engineering perspective—stopping the product from shifting during shipment—and to simplify the process by eliminating the need for hand wrapping. Ernest landed on the perfect solution through our partnership with a packaging technology company based out of Michigan.

Highlight Industries manufactures and sells proprietary packaging equipment, including stretch-wrapping machinery. Ernest distributes both the machinery and stretch-wrap. Ernest identified a ring-shaped wrapping machine called a Revolver Orbital Stretch Wrapper, which the team had seen Highlight use to demonstrate to clients that, "There's more than one way to wrap a pallet." Ernest recognized right away that this machinery would solve Boman Kemp's problems.

Ernest engineered a partnership that benefitted everyone involved. When the folks at Boman Kemp saw the video of the Revolver in action, they were excited.

The company shipped several pallets to test out different methods of wrapping the product directly onto the pallet. Once they landed on the best method, the newly wrapped product was shipped back to Boman Kemp where they were ready to order the machine on the spot.

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“Ernest asked, ‘What can we do to make this better?’ They really wanted to help us find the right solution, regardless of their own profits.”

Kerry Hipwell
Boman Kemp Purchaser



Everyone wins

When customers implement new packaging equipment solutions, Ernest is always on hand to assist with the installation and startup, and to help familiarize the customer with how to use it. Our team provides training, discusses maintenance, and makes sure the customer has all the information they need to get started. And anytime they have questions or need service, the Ernest technical reps are on call to provide support and keep things moving forward.

With its new wrapping equipment, Boman Kemp is able to stack its product and secure it more effectively by wrapping the stack directly onto the pallet. According to Hipwell, “With the ring, we can shrink wrap the whole thing on both ends so nothing will move, even if they hit the brakes.” Using a forklift a Boman Kemp worker drives the pallet into the Revolver ring, which firmly wraps the product, securing it in place. After they wrap it in one direction, they turn the pallet 90 degrees and repeat the process.

By eliminating the possibility of the product shifting during transport, this solution significantly reduces damages to the product and resulting losses, including dissatisfied customers. Boman Kemp is still working on a calculated cost analysis, but they expect the machine, which cost about \$40,000, to pay for itself within 18 months—an impressive ROI for such a major purchase.

In addition to providing better protection, the new solution also saves Boman Kemp on additional packaging materials—the steel bands and the polymer bags—a cost savings of a little over \$2 per pallet. Plus, there’s one more advantage Hipwell noted: “The guys who were wrapping the pallets by hand said, ‘Do you know how much better our backs feel?’”

Boman Kemp is considering purchasing two additional Revolvers to package larger products, including basement window wells and the grates that go on top of the wells. With Ernest by their side, Boman Kemp can continue to optimize their processes and improve their bottom line.

A true partnership means always finding a better way — and that’s the Ernest way.



Contact Ernest today to find out how we can partner with you to optimize your packaging processes and practices.

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