

# Case Study

## Nall's Specialized Hauling



Company

**Nall's Specialized Hauling**

Industry

**Trucking**

Location

**Elizabethtown, Kentucky**

Machinery Serviced

**Trucks, Trailers,  
Refrigerated Equipment**

Products Purchased from Lawson:

**Fasteners, Electrical, Cutting Tools, Abrasives, Chemicals, Material Handling, Fluid Power, Hand Tools, Automotive, Shop Supplies, Welding, Safety**

Services Provided by Lawson:

- **Inventory Management**
- **Product Usage Training**
- **Quarterly Reporting**



### Trucking Service Realizes 10% Improvement in Uptime with Lawson Managed Inventory

As a leader in the transport and hauling industry, Nall's Specialized Hauling is always looking to optimize its repair shops and operate more efficiently. With 100 power units and more than 250 refrigerated and dry trailer units, having the right parts when you need them is critical to doing business.

The Elizabethtown, K.Y., based company and Ameritrust member performs all repair work, from the front of the truck to the back of the trailer for its entire fleet, with the exception of bodywork. Shop Manager Brent Vertrees estimates that his two on-site repair shops—one dedicated for power units, the other for trailers—sees at least 20 trucks come through each day. A crew of 13 mechanics work two shifts in each of the six-bay repair shops to perform everything from routine maintenance, such as oil changes, to large repairs, including rebuilding motors and transmissions to keep the large fleet up and running.

“Working in a stocked and organized shop is important when you're constantly repairing or working on a fleet like we have,” said Vertrees. “We're always pulling trucks into the shop and looking them over for any repair that might be needed to keep them up and running for the long haul.”

### Efficient Shop Design and Reliable Service

Before doing business with Lawson Products, Vertrees said the shop suffered from out-of-stock parts and inconsistent service. “We were using another inventory management service, but the company didn't operate up to the same level of expertise that Lawson provides,” he said.

According to Vertrees, the shop wasn't organized efficiently and service was anything but consistent. In one case, it was three full weeks between vendor visits and by that time parts were out of stock, leaving it up to him to run out and replenish necessary parts at a premium price.

Since switching to Lawson for its inventory management needs, Nall's estimates it has gained approximately 16 hours per month in uptime by having the necessary parts at the right time.

Lawson worked with Nall's to optimize the shop set-up for their day-to-day needs allowing them to work faster and easier. On the first visit, Lawson assessed the shop and, based on that analysis, installed bins and storage cabinets to create a more organized and efficient shop design.

“Before, we had parts and supplies in different areas all over the shop, making it harder to find what we needed quickly. We also had random parts and supplies in a drawer without any part numbers. Without knowing what was on hand, it pretty much went untouched because we didn't remember what we had or it was out of stock,” Vertrees said. “Now related parts and supplies are stocked together in one spot so we can find them without spending time looking for what we need. And every single part, down the smallest washer, is labeled and is where it's supposed to be.”

As a result, the time Nall's employees spend looking for needed parts has decreased by 35 hours each month, an 87% improvement in productivity versus their previous parts retrieval process. Nall's relies on Lawson for the majority of its shop parts and supplies, including nuts, bolts, washers, electrical connectors, hydraulic fittings, and more, helping them save time and money by having the right parts in stock at the time they're needed.



***“We never trade price for service, and the service from Lawson Products is excellent. Our Lawson Representative knows what we need and goes out of his way to closely track our high-use parts so we always have what we need on-hand.”***

— Brent Vertrees,  
Shop Manager

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In addition to increasing valuable fleet uptime the shop says it is also saving time by having a single-source supplier for parts. “We used to get a few things from other vendors but being able to get everything from one vendor is a lot more efficient—especially when it comes to paperwork,” Vertrees said. “The amount of bills that come through our offices in a single month is enormous and when there is a way to keep that down, everyone is happy, including the accountants.”

### The Bottom Line

Since working with Lawson, Nall's is most impressed with the service Lawson provides. “We never trade price for service, and the service from Lawson is excellent. Our Lawson Representative knows what we need and goes out of his way to closely track our high-use parts so we always have what we need on-hand,” Vertrees said. “Since we switched to Lawson, I don't need to worry about running out of something or having to order something for a job. It's all taken care of for me. That takes a big load off my shoulders. I always know that what I need is going to be there.”