



Peacock

engineering trust

Engineering, Geneva, IL



Peacock Engineering Corp
Geneva, IL
1800 Averill Road Geneva, IL. 60134
Carol Stream, IL
720 Center Ave. Carol Stream, Illinois 60188

Interviewee-



Tony Berger
Operations Manager, Geneva



Julio Rodriguez
Maintenance Manager



Dale Tezlaff
IMS-Partners



Christopher Jordan
Sr. Product Specialist, Hitachi America, Ltd.

As a leading provider of processing and packaging services to America's food industry, Peacock Engineering can well appreciate the qualities of a technologically advanced inkjet printer. On its busiest days, over a million product codes are printed on all types of products going through its facility. The printers run almost non-stop in order to maintain this level of productivity. Since downtime is very costly the company needs printers it can depend on.

Flexibility, reliability and speed are key reasons Peacock Engineering uses Hitachi inkjet printers in their production facilities. The company currently uses 20 PB inkjet printers and an additional 10 PXR to keep its operation going at peak performance.

We recently interviewed managers at Peacock to talk about their decision to purchase Hitachi inkjet printers and what they liked most about these products.

Plant Operations Manager Tony Berger said, "With the equipment we had in the past, we had a lot of downtime. Parts often needed to be replaced, and the functionality of the equipment wasn't always what we would have liked. With the new Hitachi equipment, downtime has been reduced, and clear printing on all types of products has become possible. As a result, our productivity has increased by at least 10%. Print quality on all types of surfaces is much clearer, and reliability is greatly improved."

The printer's ability to function in different environments and print on a variety of surfaces was a major selling feature for Peacock. Because it prints product codes on products as diverse as soda bottles, cereal boxes and prepared food packaging, the company needs printers that can print on a variety of surfaces including chipboards, plastics and plastic bottles. Some of these containers are microwaveable so the ink has to withstand a significant amount of heat without giving any heat off.

The company also needed printers that could operate in cold, hot or semi-dusty rooms, and Hitachi's printers delivered without using plant air; a feature that also translated into energy savings for the company as well.

"We have to be very flexible in what we do," Mr. Berger continued. "Given the diversity of customers different standards are required. With Hitachi, we were able to meet all their different needs. More importantly, we have advanced the standardization using the same equipment. In addition, Hitachi's printers are extremely user-friendly and the customer service and the training support we've received has been excellent."

Flexibility and ease of use are two of the features most appreciated by Maintenance Manger Julio Rodriguez. He said, "Hitachi's printers are very versatile. Since we don't have to run an air line, set ups are done quickly. We just unplug it. Move it to the line. Plug it back in and we're ready to start again. I also like that any maintenance can be done very easily. It makes my job much easier." With this printer, Mr. Rodriguez concluded, "Hitachi has pretty much thought of everything a customer would need."

The switch to Hitachi's printers has proved to be a good move for Peacock. Mr. Berger observed, "Our overall goal was to consolidate our printing needs down to one level so we could get the same equipment in the facility. This way we could have spare parts, and we wanted everyone trained on the same equipment. This reduces downtime and everybody knows exactly what they are doing."

Printing up to 3 00 pieces a minute, Peacock demands a lot from the equipment it uses. IMS Salesman Dale Tezlaff said, "With the need to print on the top, bottom or sides of many different types of packaging, the print met all those applications. Additionally, it has provided company standardization throughout all of our operations so the workforce was always familiar with the printers they were getting. With ink that dried almost immediately when it hit the surface, the company could run large volumes and meet its production needs."

Mr. Berger concluded, "We've been very satisfied with this product. Hitachi's reputation and the product's performance and the customer service we've received have all inspired confidence within our operation. Hitachi is a good name and it has a good product. Both of those things are very powerful."

Company Profile

Company name : Peacock Engineering Corp
Description of business : Contract Packager
Location : 4 locations
Head quarters : 1800 Averill Road Geneva, IL. 60134
Established : 1946

Hitachi Products(system)
Products : Ink Jet Printer, PXR-D460W, PB-260U

<http://www.peacockeng.com>

Corporate Headquarters



Geneva



Bolingbrook



Carol Stream



Itasca(Meacham Rd)

Company Overview

Peacock is a leading provider of processing and packaging services to America's food industry. Our business objective is value-add service focused on customer needs. Peacock's full range of services include process design, project management, primary food processing and packaging and secondary packaging.

With over 60 years of experience and performance, our highly knowledgeable staff of packaging professionals can develop solutions to meet clients' specific requirements. Peacock's strength lies in our ability to exceed customer expectations.

With four Chicago area facilities totaling over 1,200,000 square feet and equipped with state-of-the-art packaging equipment, we are in an ideal position to add value to packaging products and getting them into our clients' supply chains efficiently and cost effectively.



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Engineering, Carol Stream, IL

Interviewee-



Julio Martinez Operation Manager, Carol Stream



Arek Grudzien Maintenance Manager, Carol Stream

The process facility in Carol Stream is the 2nd largest plant operated by Peacock Engineering. Currently 15 Hitachi PXR printers are being used in this facility. The company prints in large volumes and often handles coupons or USDA inspected products where production speed is critical. Therefore, losing time due to equipment breakdown or set up difficulties are not problems the company can afford.

On a typical day, the company prints 62,000-63,000 SKUs per shift. On a busy day, this translates to a total of a million plus units of goods going through the facility on 14 different lines. In fact, printers run almost non-stop, and the reliability and agility of Hitachi's PXR printer have helped Peacock's operations move quickly and efficiently.

We talked with Operations Manager Julio Martinez and Maintenance Manager Arek Grudzien to find out why they chose the Hitachi printer and what they liked most about it.

"The most important thing," said Mr. Grudzien, Maintenance Manager, "is the reliability of the units. This is critically important as we have to minimize downtime, achieve very good service and training from our supplier or dealer and minimize parts breakdown. Cost is definitely saved by reducing downtime."

Mr. Martinez, Operation Manager agreed. "Especially in our business, costs are a big driver in what we do. Every minute we lose translates to 20 people on the floor doing nothing. We have enough headaches to worry about, and that's the last thing I want to think about."

The flexibility to print on diverse products was also a key selling feature. As its customers printing needs have become increasingly more complex, Peacock had experienced difficulties in meeting challenges such as printing bilingual graphics. With Hitachi's printers, Peacock has been able to meet its customers' printing needs and do so at a reasonable cost.

Mr. Grudzien observed, "In the past, I couldn't print as quick or I couldn't print in a given window. I don't have that problem anymore now that I'm using Hitachi printers. It has so many features so I can adjust to meet any requirement."

"Additionally, it has provided us with more flexibility," Mr. Martinez added. "We have capacity we didn't have before, and we can pass that on to our customers. In the past, we may have had to say "we can't do that printing" if something very complex was required. Now we have increased capabilities."

With products moving in and out of its doors very quickly, Peacock has appreciated the flexibility, efficiency, ease of use and remarkable customer service they have experienced with Hitachi. The company had previously used a different brand of printer. They created teams in each of their buildings to evaluate different printer brands, including the industry's major one. In the comparison, Hitachi scored the highest and Peacock decided to purchase from Hitachi even though they had more experience with other companies. When they did, they were very pleased with the end result.

Mr. Grudzien commented, "Hitachi did score the highest and also Dale's service. His company's service was outstanding and a very reliable service. Also, I have to say that the units are very reliable. The units are also easy to adjust; they also met our specifications as far as speed underlines. We do have high speed packaging processes here, 4-lane capability. We actually went with the PXR so we want to build the flexibility for the future and again, good service."

"I think they came out maybe not the least expensive but at least when you add the whole package, service, salesman, history and just what we're looking for, I think it made sense for Peacock," Mr. Martinez agreed.

When comparing Hitachi's ink jet printers to competing companies, Hitachi's ink jet distributor Dale Tetzlaff of IMS Partners said, "Hitachi's inkjets are very sophisticated. The machines drop 60,000 charges of ink per second. Now that's electronics!"

With 15 PXR's on the floor and four more on the way, Peacock is one very pleased customer. The printer has given them the ability to meet their customers' current printing needs and the flexibility to also meet the requirement the company anticipates its clients will have in the future.



Comments from Dale Tetzlaff, IMS-Partners

* Peacock Eng. chose Hitachi because of four reasons which include, Reliability of the printer over the competition, Service and support they receive from IMS-Partners, they trust us. Printer is flexible to meet all of their applications and Lowest cost per mark"



HITACHI *America, Ltd.,*

<http://www.hitachi-america.us>

Hitachi America, Ltd., Industrial Systems Division, supplies a broad range of industrial products and services. The division supplies sophisticated industrial equipment, components and services for application in pharmaceutical plants, food & beverage processing, steel making, mass transit systems, chemical plants, and other manufacturing facilities. The Industrial Equipment Group produces a PXR series inkjet printer that provides lot number and/or expiration date printings on almost anything. Newly introduced oil-free air compressors provide an environmental friendly air solution with its state-of-the-art inverter technology that provides significant energy saving.



Hitachi America, Ltd. Corporate Offices

Industrial Systems Division
50 Prospect Ave.,
Tarrytown, NY 10591, USA
Phone: 914-631-0600
Fax: 914-631-3672



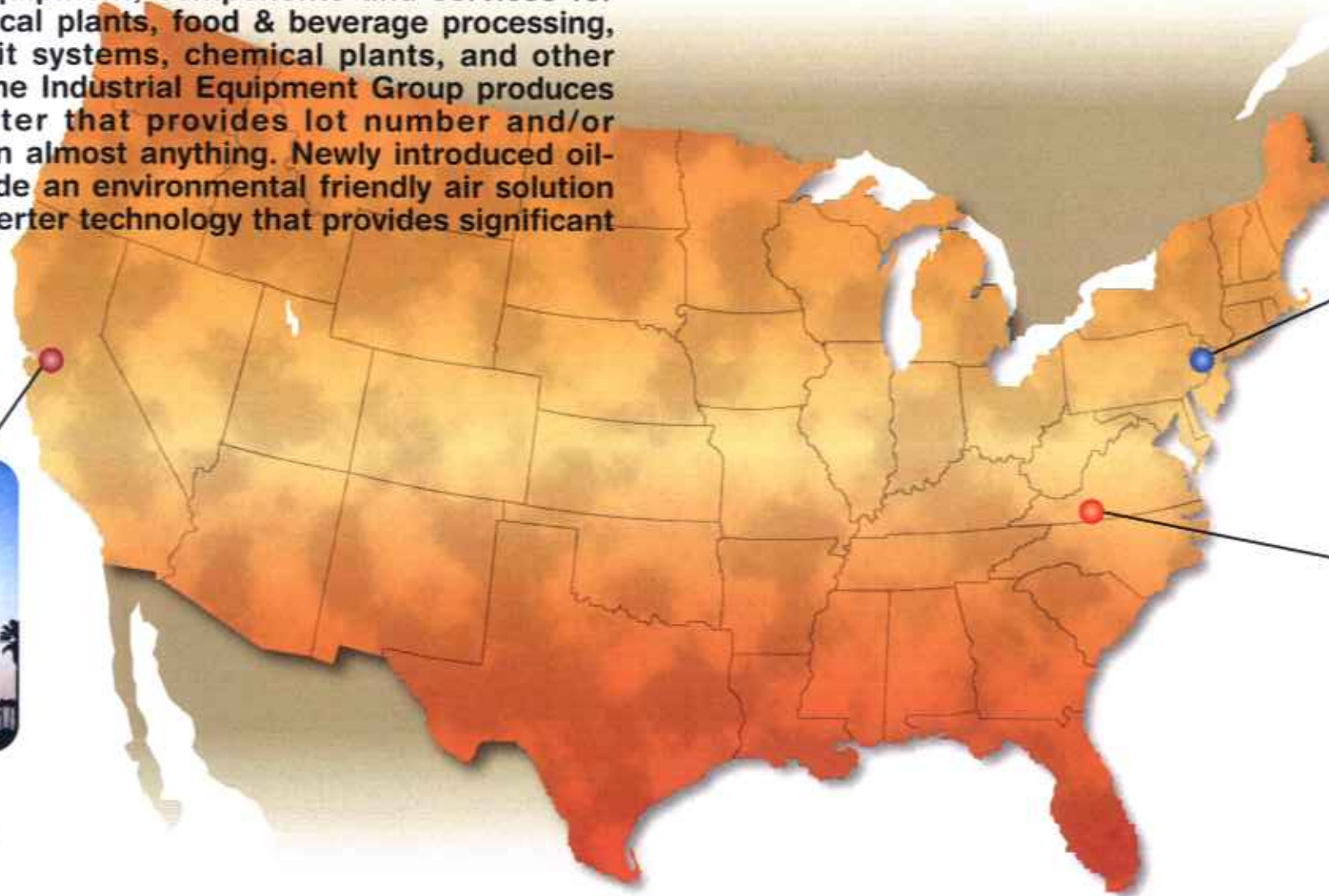
Hitachi America, Ltd. Industrial Systems Division

Industrial Components and Equipment Group
2000 Sierra Point Parkway
Brisbane, CA 94005-1835
Tel: 650-244-7873
Fax: 650-244-7800



Hitachi America, Ltd. Americas Regional Operations

Industrial Systems Division
5806-Q Long Creek Park Dr.
Charlotte, NC 28269, USA
Phone: 704-494-3008
Fax: 704-494-3809



Compressors



AC Drives (Inverters)



Ink Jet Printers



Submersible
pump motors



Blowers



Pump



Motors



Industrial Control Systems
& Products (PLC)