



CLIENT

FedEx Ground

INDUSTRY

Parcel Handling

PROJECT SCOPE

Engineering, Controls,
Electrical &
Mechanical Installation

LOCATIONS

Multiple sites in
eight states

FedEx Ground turned to SilMan's Material Handling Team to provide engineering, equipment, electrical and mechanical installation, and controls for upgrades at ten sites in eight states.

The Situation

In 2016 FedEx Ground sought to modify its parcel centers and logistics to serve higher volumes of home delivery as demand for shipping shifted from business to consumer delivery. They engaged SilMan Material Handling to take on multiple, fast track projects at distribution points across the country to modify, expand and relocate key facilities to meet.

Challenge

FedEx Ground facilities – equipment, systems, site plans, and trucks – were designed to handle business shipping rather than home delivery with its fewer parcel pickups and smaller parcels and trucks. The company faced a backlog of site projects across the country, and a lack of qualified contractors and suppliers as it adjusted to rapid industry change in a short time frame.

Solution

SilMan Material Handling had the knowledge, resources, and capabilities in parcel handling to take on multiple, distant projects quickly and with little orientation. The company created a dedicated Controls Division to serve the work, which covered procurement, installation, and set-up of new home delivery sortation systems, including mechanical, software, and electrical installs, as well as modification of van and truck lines to connect to adapted conveyors.

All told, SilMan provided project management and engineering support at ten expanded sites and new locations nationwide.

- Alabama: Dothan
- California: Redding, San Jose, Stockton
- Connecticut: North Haven
- Louisiana: Shreveport
- Pennsylvania: Allentown
- South Dakota: Rapid City
- Utah: Hurricane
- Virginia: Winchester

Key Element for Success

Even though the height challenges prevented the design of a pure-gravity fed system, SilMan created an elevated equipment solution, engineering a gravity-based conveyor that has shown to be highly functional.

Results

Due in part to SilMan's work, FedEx Ground was able to take advantage of this significant business growth opportunity, reaching record volumes in home delivery and meeting the holiday season demand. Customer satisfaction was high and corporate profits increased, while SilMan became an approved manufacturing supplier of conveyors to FedEx ground facilities.

Did you know: FedEx

In 1985 Roadway Package System developed the "bar code." The company, previously acquired by Caliber, was bought by FedEx in 1998 and was re-branded as "FedEx Ground."



In 2000 they launched the first business-to-consumer parcel program, known as “FedEx Home Delivery.”

In 2015 FedEx acquired third party logistics leader GENCO, which led to the advances in home delivery discussed in this case study.

Continuing to expand their capabilities and competitiveness, FedEx Ground expanded to seven-day home delivery in 2019.

[Learn more about the history of FedEx.](#)

About SilMan

SilMan Industries (previously SilMan Construction) is based in San Leandro, Calif. Founded in 2008, the firm operates nationwide in three divisions – Construction, Material Handling and Site Services – and partners with “best in class” companies nationwide providing integrated solutions in the Industrial, Manufacturing, Distribution, and Public Works sectors. For more information, please visit www.silmanindustries.com/about.