



Union Beer balances dock utilization and portfolio growth while keeping safety and efficiency at the forefront.



Food & Beverage
Manufacturing



200-500 Employees



Northeastern US



Visibility at Every Level: Scaling Safely With Smarter Docks, Zero Compromise

Successful Union Beer Distributors partnerships meant rapid growth. But that growth brought mounting complexity to their Secaucus, N.J., warehouse operations. Management had to adjust how they worked in order to accommodate portfolio growth, more trucks, and mounting pressure to keep delivering safely and efficiently.

With dock assignments made manually and overrides going untracked, demands on teams grew along with challenges to maintain throughput.

Manual processes couldn't scale

Union Beer's dock coordination relied on pen-and-paper tracking. This sometimes led to door assignment mix-ups, delays and preventable safety risks. *"People would send a driver to door 30, but there's already a truck in door 30," according to their Warehouse Manager, Nick Thompson. "Either they put the truck in a door you don't want them to or they drive all the way back."*



Story Overview

Union Beer proved growth doesn't have to compromise safety or efficiency. With Rite-Hite ONE, they reduced daily overrides by 90%, balanced dock utilization and maintained efficiency even with a 20% portfolio expansion.



Turnover in frontline roles made consistency difficult. Safety overrides on dock equipment were frequent, but invisible to leadership. A 20% increase in SKU count threatened to overwhelm their team's ability to stay efficient without compromising safety.

Clarity for every dock door

Drawn in by its Live Operations View, Rite-Hite ONE first got Union Beer's attention at a trade show. The ability to gain near-real-time visibility across all 34 dock doors immediately sparked his interest.

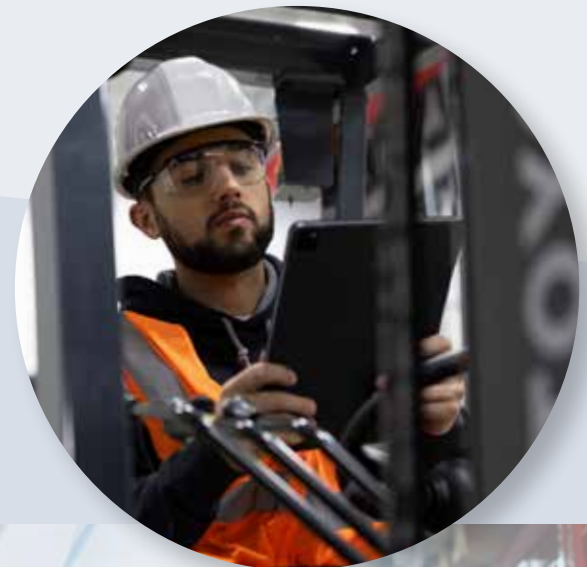
Since implementing the platform, Union Beer Distributors has gained powerful insight into dock activity. Utilization Analytics highlights which dock positions are overused, helping the team balance usage and extend equipment life. Paired with Trailer & Load Records, it's now easier to assign positions more efficiently and distribute workloads evenly.

Safety Events & Patterns Analytics equips managers to proactively address near misses before they escalate. And with Live Safety Alerts, override behaviors are flagged in the moment, giving supervisors the visibility they need to enforce a consistent, site-wide safety protocol.

"At first, I saw it as just a productivity tool. But once we got it in-house, I realized this is an equipment management and safety system, too." — Nick Thompson, Warehouse Manager

► Company Overview

Based in Brooklyn, N.Y., Union Beer Distributors partners with breweries, wineries, distilleries, and other suppliers for sales, marketing, and timely delivery in New York City.





Efficiency without compromise

Even as Union Beer's SKU portfolio grew by 20%, loading dock teams maintained their high levels of operational efficiency. With Rite-Hite ONE, data-driven maintenance helped cut downtime and service calls. Since implementation, they've seen manual overrides drop from 20–25 daily to just two on average.

- ▶ **Cut overrides by 90%, from 20-25 daily to just 2 on average**
- ▶ **Maintained operational efficiency even with 20% portfolio expansion**
- ▶ **Enabled data-driven maintenance, reducing downtime and service calls**
- ▶ **Improved carrier relationships by providing time-stamped proof in detention disputes**
- ▶ **Laid the foundation for **Connected Service** and tailored maintenance planning**

Rite-Hite ONE didn't just streamline the floor. It aligned safety, operations and maintenance around a single source of truth.

As Nick said, *"Now my dock coordinator can keep assignments clean. Shift managers can monitor overrides. And I can track service history. That kind of visibility at every level is huge."*



Ready to turn data into action?

Rite-Hite ONE is where safety, uptime and productivity meet. Find out how much you might save with our custom ROI calculator or meet with one of our Rite-Hite ONE facility experts to optimize your operation.



See your operations's ROI



Talk to an expert

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