

Case Study – SATO Group



Customer: SATO Group

Industry: Port, Container Handling and Stevedoring

Product: Hyster® Big Trucks, RS45 Reach Stacker

It's plain sailing for SATO Group on Noumea's busy Dockside with Hyster® Big Trucks on board



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Strong partners. Tough trucks.™ This is the Hyster promise and these are exactly the qualities SATO Group require to help them move over 300,000 tonnes of freight each year and maintain their position as one of the Pacific's most productive and reliable container handling and stevedoring operations.

As a leading player in New Caledonia for more than 40 years and achieving a rate of over 60 bulk goods, heavy cargo and container movements every hour, SATO is renowned for providing their clients with top international standards of port handling service in the shortest possible time using the most up-to-date and efficient equipment.

Which is why, as SATO Managing Director, Jerome Mangard explains, the company relies so extensively on the performance of Hyster® material handling equipment.

"Over the years, we have always preferred Hyster equipment because of the reliability, safety and cost-efficiency it consistently delivers," Mr Mangard said.

"Of the 15 machines we employ in our port handling operation 13 are Hyster, with the Hyster RS45 Reach Stacker being the latest addition to our fleet."

"The new RS45 out-performs our other reach stackers in terms of speed and efficiency and we love the functionality of the sliding "Vista™ Cab" which enables us to move the cabin forward and increase visibility, and therefore safety, if needed."



"In fact the only difficulty we have with the RS45 is that the cabin is so comfortable, the operators all argue at the beginning of the shift about who will take it on the day," Mr Mangard quipped.

SATO's enduring relationship with the Hyster brand began over 30 years ago with the purchase of a Hyster 23 tonner H520B in June, 1981, and their fleet now encompasses a wide range of forklifts, container handlers and reach stackers.

In the hands of SATO's skilled operators, the Hyster equipment enables SATO to handle two docked vessels simultaneously, with a degree of operational quality normally found in the world's larger ports, maintaining the company's enviable reputation for fast, superior and reliable service.

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Another long and rewarding relationship SATO has enjoyed is with their Noumea Hyster® dealer, CIPAC.

"It's good to have a Hyster dealer on the ground here in New Caledonia, particularly one which offers us such knowledge, capability and responsive local service," Mr Mangard said.

"CIPAC provides excellent after sales service and works quickly to meet our needs, with technicians that can come on site rapidly and limit our downtime."

"Through CIPAC we also have rapid access to parts from Hyster's parts distribution centre in Sydney, Australia, and can arrange for a specialised Hyster technician to supervise the first steps and to train the operators when we receive a big truck."

"With such a strong and successful relationship in operation between SATO, Hyster and CIPAC, the RS45 may be our latest purchase of Hyster® trucks, but it certainly won't be our last."

For more information on SATO Group visit their website at www.sato.nc

For more information on the RS45 Reach Stacker series, call CIPAC Manutention +687 41 47 00 or visit www.hyster.com

