

# CASE STUDY

Reference Crown Worldwide Group, Malaysia:  
Future-proofing the record management  
strategy with a scalable and modular seven-  
story mezzanine system

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**SSI SCHÄFER**

# A WINNING RECORDS MANAGEMENT STRATEGY

The long-term success of the business depends on a well-defined document management strategy – it is the repository to the evidence surrounding an organization. Records management services must manage organizational information with a reliable logistics center that is timely, accurate and accessible.

Founded 55 years ago, Crown Worldwide Group is a collection of businesses providing mobility, relocation, logistics and storage services to customers across 60 countries worldwide. Began operations in 1974, Crown Records Management in Malaysia specializes in corporate records management, storing over 4 million cartons, files and electronic media for over 1,800 corporate customers. With facilities strategically located across Malaysia, Crown Records Management continues to improve their proximity outreach to their customers with the sixth facility built in Iskandar, Johor.



“Crown finished construction of its new purpose-built Records Management Centre in Iskandar, Johor, Malaysia with SSI SCHAEFER in September 2019. This was an extremely important project for Crown, being the first Records Management Center of its kind in the south of Malaysia and a strategic project. Therefore, it was important to us to engage a reputable company with a track record of success in delivering racking solutions; on time, on budget and flawlessly. SSI SCHAEFER demonstrated this to us during the bid phase, however, and most importantly they delivered.”

**Mr. Leon Hulme**  
Managing Director, Malaysia & Thailand  
Crown Worldwide Group



## THE CHALLENGE

Crown Records Management helps clients to safeguard and preserve confidential information for disaster protection and business continuity purposes. Despite the data-led age, compliancy in physical information management and data protection continues to evolve. Crown Records Management required a new distribution center in Johor to maximize storage capacity and cater to customers in southern Malaysia. Furthermore, with the tight timeframe to deliver a request, the solution needed to optimize the internal retrieval workflow process for fast and accurate deliveries.

**Together with SSI SCHAEFER, Crown Records Management’s new logistics center accommodates its targeted storage of over 350,000 carton boxes while also leaving an additional floor area of 40% for future scalability.**



Multi-tier mezzanine for better inventory movement and accessibility

### PROJECT OBJECTIVES

- Establishment of a 1,916 m<sup>2</sup> for over 350,000 carton boxes with area allowance for future scalability
- Efficient storage of vital documents safely and cost-effectively
- Increased efficiency of internal workflow processes
- Low space utilization of valuable air space between rack height and building
- Handover of project within 100 days



Cost-effective, secure storage system for timely and quick retrievals

## THE RESULT

Crown Records Management has successfully catered the storage space for 354,338 carton boxes. The design concept allows for better control of inventory movement and accessibility. Furthermore, the solution creates an additional 40% floor area for

future expansion. The initial planning puts into consideration to avoid obstruction to the existing operations whenever the next expansion is required. The project was handed over to Crown Records Management within a tight timeframe of 100 days.

In this collaboration, SSI SCHAEFER has exceeded all our expectations and has fulfilled their commitment and deliverables. These major factors are the real success of the project. I would like to personally thank their representatives for a superb job. We shall use SSI SCHAEFER again, I would recommend other organizations to do the same.

**Mr. Leon Hulme**  
Managing Director, Malaysia & Thailand  
Crown Worldwide Group



Goods lifting hoist for economic and more efficient cargo transfer between floors

## THE SOLUTION

The tailor-made system ensures maximum productivity, ergonomics and safety. Crown Records Management is set to provide customers with a timely, accurate and cost-effective solution.

The new system comprises a 7-story Mezzanine fitted with two to three shelf levels per story. Positioned in the center of the building, the goods lifting hoist and central staircase allowed for better access to all areas. The Mezzanine also includes a mono-post structure at the loading and unloading area for workspace. Furthermore, together with the mono-post, passageway and goods lifting hoist, the design is conducive to the overall workflow routes. With the frame area of the racks taking up 87% of the total width and height area of the warehouse (frame area 504 m<sup>2</sup> by building area: 585 m<sup>2</sup>),

the solution allows for low space utilization, and yet leaving an optimal calculated airspace to accommodate with the fire safety regulations.

The structural design offers the highest storage capacity but also incorporated the safety aspects for both the cartons and employees. To ensure protection against fire and damages, the system is decked with mesh decking panels and mesh flooring for better lighting, ventilation and water penetration should the water sprinkler is triggered on.



Highest durability and storage capacity through self-supported mezzanine



Mono-post beams create additional area for workspace and storage

# FACTS AND FIGURES

## System Key Figures

Warehouse size	92.8 x 21.9 x 26.6 m (L x W x H)
Storage area	1,477 m <sup>2</sup>
Storage capacity	354,338 carton boxes

## Scope of Supply and Services by SSI SCHAEFER

Design Conceptualization	
Concept design	<ul style="list-style-type: none"> <li>- Creation of a logistics concept</li> <li>- Creation of optimal internal logistics processes</li> </ul>
Storage	
Mezzanine	Interlock 600 long-span shelving  Shelf depth: 900 / 1,350 / 2,640 mm Shelf height: 2,500 mm per floor Total bays: 2,156
Storage locations	6,243 shelf compartments
Size	7-story facility, 2 to 3 shelf levels per story 2800 / 2500 x 900 / 1350 / 2640 x 21,110 mm (L x W x H)
Accessories	Mesh grating, wire mesh decking panel, goods lifting hoist, staircase, mono-post



Structurally designed for maximum safety and ventilation on all levels





## SIX REASONS FOR CHOOSING SSI SCHAEFER

- **Stability**

As a financially independent family business, SSI SCHAEFER is committed to long-term solutions. You can trust that our team of experts will be there for you today, tomorrow and in years to come.

- **Efficiency**

SSI SCHAEFER solutions are scalable and able to grow with your business. You can always upgrade or retrofit.

- **Quality**

As a systems specialist and original equipment manufacturer, SSI SCHAEFER provides tailor-made and high-quality solutions from a single source, specifically designed to meet your challenges.

- **Reliability**

Thanks to our worldwide Customer Service & Support network, SSI SCHAEFER ensures smooth operation of your system, both during and after installation.

- **Know-how**

SSI SCHAEFER solutions are always up-to-date with the latest technological standards and can be easily integrated into an existing (IT) landscape.

- **Internationality**

As a global organization, SSI SCHAEFER has local offices worldwide. With over 70 operative subsidiaries, our team of experts speak your language.

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