



# CASE STUDY

**MBI, Inc**

**CONVEYCO** | Integrated  
Solutions &  
Software

# OVERVIEW

MBI Inc., a leading cataloger of collectibles, partnered with Conveyco to streamline and enhance their fulfillment operations, achieving cost savings and improved efficiency while maintaining the delicate handling required for their products.



## BACKGROUND

MBI Inc., based in Torrington, CT, is a \$300 million consumer products company with a strong history of success since 1969. The Danbury Mint, a division of MBI, is one of the largest marketers of licensed sports collectibles, precision die-cast models, jewelry, and other fine-quality collectibles. Before working with Conveyco, MBI had invested in a layout designed by an industry-leading consultant. However, Conveyco identified opportunities for significant improvements, simplifying the design while maintaining full functionality at a lower cost. The revised system supported MBI's aggressive growth trajectory with minimal additional capital expenditure.



# CHALLENGES

MBI needed a streamlined, cost-effective fulfillment system capable of handling diverse product lines and supporting long-term scalability.

## Key Challenges

MBI required a highly flexible order fulfillment system capable of handling multiple product lines with varying sizes and fragility. Their existing layout, while functional, was costly and not optimized for future growth. Key challenges included:

- Ensuring the delicate handling of white fragile parcels.
- Optimizing shipping processes for both large and small parcels.
- Reducing operational costs while maintaining high efficiency.
- Accommodating subscription-based order fulfillment with high-volume processing.

# SOLUTION

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Conveyco implemented a scalable and efficient automated fulfillment system that improved processing speed, reduced costs, and ensured careful handling of fragile items

## THE RIGHTFIT SOLUTION

Conveyco collaborated closely with MBI's executives and engineers to design and implement a flexible, automated order fulfillment system tailored to their unique needs. The solution featured multiple processing areas to efficiently handle a wide range of product sizes and subscription-based shipments.

Key solution components included:

- A "Fast Pack" area for high-volume subscription-based shipments.
- A "Pick and Pack" module for legacy items and smaller run fulfillment.
- A secure jewelry/coin mezzanine equipped with motion packaging for fragile and valuable items.
- Two distinct shipping systems:
  - Large parcel shipping with Weigh in Motion (WIM) and Print and Apply (PANDA) subsystems.
  - Small parcel processing in a separate sortation area.

# RESULTS

MBI achieved significant cost savings, improved efficiency, and enhanced parcel handling, positioning them for continued growth.

The new system delivered substantial operational improvements and cost savings while enabling future scalability. MBI saw a rapid return on investment, with a payback period of just six months for the small parcel system. The integration with Pitney Bowes' manifesting system further optimized shipping operations.

Key results:

- 6-month payback period on the small parcel system.
- BMC SP presort implementation for post-sort savings.
- Enhanced parcel handling capabilities, ensuring fragile items remained intact.
- Highly expandable design to support future growth and changes in product offerings.

# KEY TAKEAWAYS

“The ‘roll up your sleeves’ personality of Conveyco results in a partnership rather than a service provider/buyer relationship. Conveyco takes the approach of learning current practices, understanding our objectives, and then working together to develop alternatives.”

— Bob Mouchantat, Operations Manager, MBI

## FINAL INSIGHTS

- A well-integrated fulfillment system can drive efficiency and cost savings without compromising quality.
- Collaboration and hands-on partnership lead to more effective and sustainable solutions.
- Scalable system design is essential for businesses experiencing rapid growth and evolving product lines.
- Investing in automation enhances accuracy and throughput in high-volume fulfillment environments.

# ABOUT US

At Conveyco, we are your trusted system integration partner, dedicated to designing and implementing innovative, efficient, and reliable solutions tailored to your unique needs. With almost 50 years of experience, we specialize in creating seamless, end-to-end systems that optimize performance and deliver measurable results. Unlike OEMs tied to their own equipment, we independently select from vetted partners and technologies to deliver solutions that exceed expectations.

Our in-house software expertise ensures seamless integration and performance tailored to your operation. From system design to implementation, our industry-leading controls provide efficiency, reliability, and scalability. Led by a team of seasoned industry veterans, we prioritize building long-term relationships and delivering on our promises with the integrity of a family-owned business. Free from outside investors, we make decisions with your best interests in mind, allowing us to provide solutions without compromise.

## **Supporting Your Goals**

We understand the increasing demands for efficiency in today's supply chain. Our processes are designed to enhance productivity, optimize resources, and streamline operations, helping your business achieve its warehousing automation goals without compromising performance.

## **Let's Build Your Future, Together**

When you choose Conveyco, you're not just gaining an integrator—you're gaining a partner committed to helping you achieve your goals. We redefine what's possible, together.

## **Contact Us**

To learn more about how Conveyco can help transform your operations, visit [www.conveyco.com](http://www.conveyco.com) or reach out to our team at [conveyco@conveyco.com](mailto:conveyco@conveyco.com).