



SEAONUS STEVEDORING

// THE CHALLENGE

US-based Seaonus Stevedoring Jacksonville handles well over one thousand tonnes of throughput per day at JAXPORT's Talleyrand Marine Terminal, offloading product from ships, stowing it in their warehouse as needed, and shipping it out via rail or truck on behalf of their customers to end users. The terminal operation handles bulk, breakbulk and project cargo, with special expertise in handling paper and pulp imports, such as paper rolls, bales and palletised paper in containers. The operation's parent company, Enstructure, owns and operates an integrated network of marine terminals and logistics assets across the eastern half of the United States and is expanding rapidly, including significant growth of the Seaonus site at the Talleyrand Terminal. One of their largest operations on the East Coast, Enstructure signed a 30-year [agreement](#) in 2024 to lease and develop an additional 79 acres (more than 300,000 square metres), including at least 200,000 square feet (over 18,500 square metres) of new on-terminal warehousing that will increase capacity to handle non-containerised cargo such as forest products.

To improve productivity, Seaonus decided to begin modernising their fleet of forklifts for their existing warehouse in 2022. They needed newer equipment that could improve their efficiency, boost operator comfort over long shifts and offer the versatility demanded by their product variety and unique applications. The trucks also needed to accommodate the tight aisleways in the warehouse, which had been configured long ago for their existing forklifts, to avoid the disruption and expense of a major facility renovation.

CHALLENGE: Support operator comfort and productivity in unique breakbulk applications to enable business growth

SOLUTION: Specialised Hyster forklifts and high-capacity forklifts equipped with Bolzoni attachments

RESULTS: Maximum efficiency and uptime to handle 400,000 tonnes of throughput annually without overhauling facility



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// THE SOLUTION

Breakbulk operations handle a diverse spectrum of products, so Seaonus relies on forklifts in a wide range of capacities as well as container handlers to keep customer cargo moving around the clock not only within their warehouse, but also on vessels and around the terminal. For these other applications within the terminal, Seaonus was already using several Hyster models, inside the ships when in port and on shore loading trailers and rail cars. The forklifts used inside the ships to discharge cargo move paper rolls from inside the vessel to lifts on the side of the ship. The same elevators are used to load the forklifts on the vessel. Rolls are then unloaded by forklift operators on the dock who bring the rolls to a staging area in the warehouse to be stored and eventually loaded onto a tractor-trailer, intermodal container or railcar. This process required special engineering from Hyster, equipping the forklifts used on the vessel with masts low enough to enter and exit the cargo elevators. The extremely large paper rolls, which can cost thousands of dollars / Euros each, also required the forklifts to be fitted with specialized Bolzoni paper clamp attachments to efficiently move multiple rolls simultaneously, carefully lifting and stacking the product without damage.

“A lot of times you have vendors tell you what they can do, but then when you need something done differently to create the strongest match for your job, they follow that up with a lot of ‘no we can’t do that.’ With Hyster, there is a lot more ‘yes.’ And the way you can specify the machine to what you need is, in my opinion, one of the better options in the industry.”

SCOTT MACGREGOR

VICE PRESIDENT, SEAONUS AND PORTUS TERMINALS

Based on their successful past experiences working with Hyster to help assemble a fleet of forklifts purpose-built for the job, Seaonus turned to Hyster and their local dealer, Briggs Equipment, to do the same for their warehouse. Hyster worked closely with Briggs Equipment and Bolzoni, the longtime attachment provider for Seaonus, to carefully evaluate the operation and recommend the most appropriate equipment with specific enhancements for that application.



Truck shown is available as Hyster S7.0FT model in EMEA.



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The team recommended replacing the current fleet of high-capacity trucks used in the warehouse with Hyster® Big Trucks, rated at capacities of 23,000 and 36,000 pounds (10 and 16 tonnes), and a variety of Bolzoni paper-handling attachments. The team also recommended special engineering customisations, including a short wheelbase chassis to enhance manoeuvrability, a unique lift height mast to maximise facility storage through high stacking and hydraulic refinements to support smooth paper clamp movement.

“In terms of supporting operator productivity and damage-free handling, the precise hydraulic control is very impressive. The hydraulic lift and lower speeds are significantly faster than competitive models we looked at.”

SCOTT MACGREGOR

VICE PRESIDENT, SEAONUS AND PORTUS TERMINALS

High-capacity forklifts are not commonly used for paper roll handling, but productivity targets meant Seaonus needed the heavy-duty capacity to move multiple rolls at once with a single truck. They also needed the equipment to be multi-purpose and deployed to other workflows within the terminal as needed. To fulfill these specialised requirements, the trucks needed to be ordered and built to unique specifications.

“Operating a big truck like this in an enclosed industrial warehouse environment poses some unique challenges. The entire facility and the product putaway processes were configured based on the previous generation of trucks that had a smaller wheelbase than what is common today based on the overall capacity of the machines and modern emission standards,” said Dennis Scianna, Big Trucks Industry Manager, Hyster. “The short wheelbase chassis on these trucks is imperative to delivering the performance necessary while keeping size in check to avoid having to reorganise the entire facility. We were able to achieve trucks similar in size to what they were using in the past but packed with additional capacity and improved fuel efficiency to enable extended run times.”



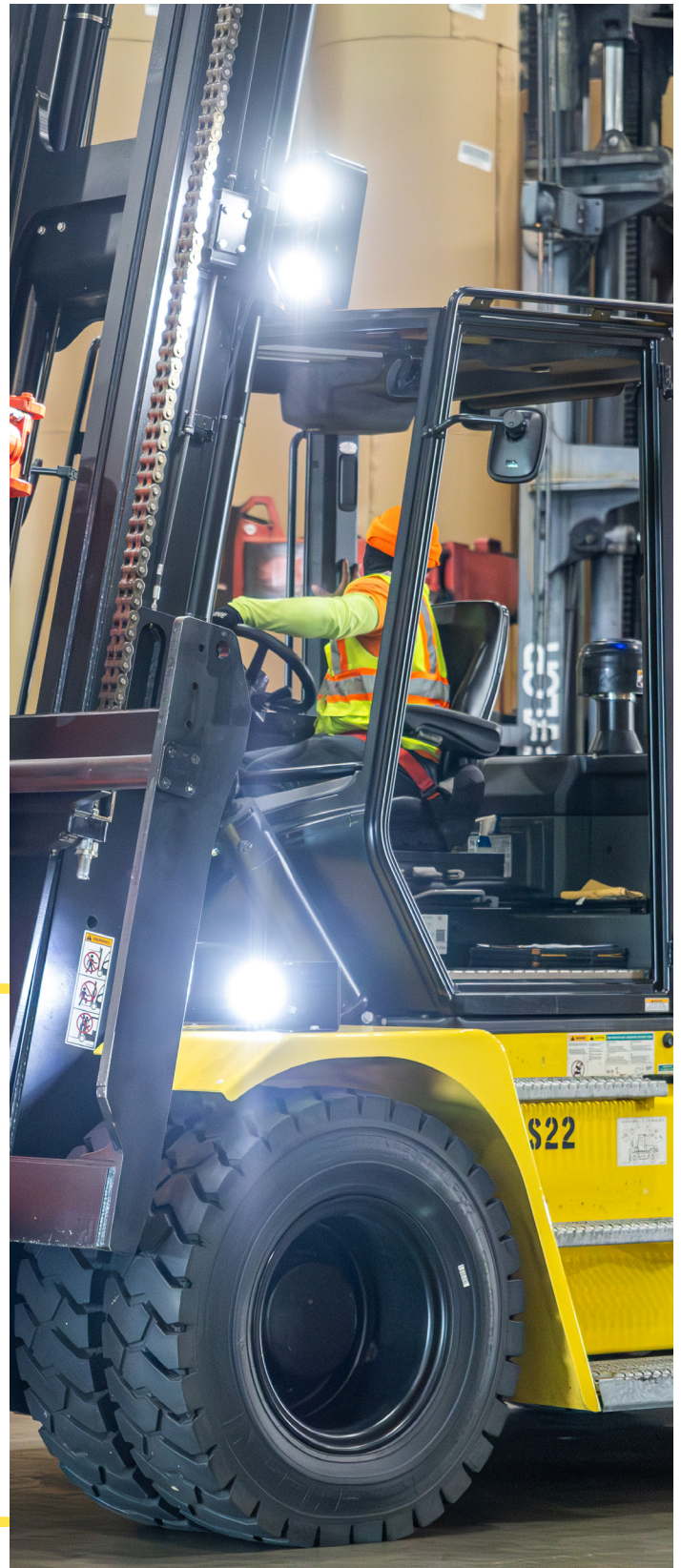
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The XD cab on Hyster Big Trucks is designed around operator comfort and convenience, with excellent all-around visibility, a fully adjustable control arm with an ergonomic wrist cushion and a full-colour integrated performance display, but Briggs and Hyster also recommended several other enhancements to the trucks to further support operator performance. An LED light package provides exceptional visibility within low-light areas in the warehouse and in nighttime operations on the dock. The lights were calibrated to fit around the paper clamps, situated above the rolls when the truck is moving at a normal transportation height, so the light is not obscured by the load. An air-suspension seat supports operator comfort for shifts that can run more than 14 hours, with operators sometimes working seven days per week to accommodate the busy, dynamic schedule of a port terminal. Whereas the previous equipment used traditional lever-style hydraulic controls mounted near the steering column, the digital control panel and mini-levers integrated in the control arm of the new trucks provide operators with an intuitive experience and a high degree of control in using the clamps to manipulate the paper rolls and other loads.

“I feel much more in tune and connected with the machine thanks to the configuration of the operator cabin and the way the controls allow my hands to be positioned and rested to prevent fatigue. The truck’s performance is spot on. You don’t have to put much pressure on it like you do with some of the competitive models.”

KYREN CHAMPAGNE

OPERATOR, SEAONUS STEVEDORING JACKSONVILLE



Truck shown is available as Hyster H10-XD-6 model in EMEA.



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// THE RESULTS

After a demo period of the high-capacity equipment and competitive lead times were confirmed, Seaonus placed an order for the trucks. The equipment was delivered on time and the team was on-site the very next day to assemble and install the trucks, conduct testing and get operators up and running on the trucks within two days of delivery. The trucks allow the Seaonus terminal to move loads within the warehouse more efficiently, improving operator comfort and throughput, without the significant cost and disruption of renovating the entire facility.



Truck shown is available as Hyster S5.5FT model in EMEA.

“Safety is number one of course, and it’s important that our operators feel comfortable and safe,” said Kelly Costello, Terminal Manager, Seaonus Stevedoring Jacksonville. “After that is productivity. On both accounts, the Hyster equipment has been a big hit with our operators, from feedback about the full visibility and sense of stability to the way that the clamps securely grasp the rolls, sometimes two or three at a time, without slipping.”

The operators also remark about the smooth, quiet operation and cool temperature of the trucks, along with the improved visibility relative to their previous trucks.

“This is a huge upgrade from the traditional motor that we’ve been using, and the blue light and LEDs provide superb visibility,” said Kyren Champagne. “The truck also operates very quietly, allowing me to hear the traffic around me, the radio and other communication. That level of operating awareness means everything because we have to be alert when we’re out here.”

The new trucks have provided maximum uptime for Seaonus, with no issues requiring the equipment to be taken out of service for unexpected repair or maintenance. The in-house maintenance team receives support from Briggs, including additional parts that the dealer keeps in stock at their local facility so that Seaonus has quick access without having to hold inventory on their shelves.

“We trust Hyster and Briggs, not only in the products that we get from them, but the recommendations, communication and support. We look forward to building on this success, not only here at this terminal, but at some of our other terminals as we grow.”

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