

PLAN YOUR



NEXT MOVE

BY C3

# CASE STUDY

## Dock Scheduling

## INBOUND AND OUTBOUND SCHEDULING FOR A HIGH-VOLUME RETAILER

With tens of thousands of outbound orders and an average of 100 truckloads every day, this electronics retailer needed a solution that would keep track of both inbound loads and outbound trucks to ensure 100 percent of deliveries are made on time.

With C3 Reservations nothing gets overlooked.

## THE CHALLENGE

Already using C3 for inbound scheduling, the company would load outbound trucks and shunt them to the yard until they were picked up for delivery. There was no visibility into the trucks waiting for pickup and when one got missed and customers went without their purchases, the company realized they needed to change.



## THE C3 Solution

Since the company was using C3 Reservations for inbound loads, the logical solution was to extend it to outbound scheduling and tracking.

With a small amount of customization, C3 was able to deliver a solution that allows the customer to keep track of outbound loads and tailor resources to keep the docks running at optimal efficiency. Every trailer is now tracked at four steps – arrival in the yard, arrival at the docks, loading completed and departed the yard.

### What the solution allowed the customer to do:

✓ Managing outbound alongside inbound not only means the client never loses track of a trailer full of valuable inventory, but the client is now able to see exactly what is coming and going; which allows them to be ahead of the game in knowing how much labour to allocate to the docks.

✓ Finally, because the solution meant no more need for manual, paper processes, the company was able to reallocate labour to more productive jobs.



Since we implemented C3 we are constantly on time. We also know exactly how much labour we need to allocate so nothing is wasted. C3 is so enjoyable to work with, and made the customization process simple."

– Application Administrator



Our experience with this client is sheer proof that working with a team who are ready to accept that outdated processes are no longer in the business's best interest, and are willing to adopt changes within their organization, will have nothing more but a positive impact on overall operations. We pride ourselves on helping industry leaders across the world reach the next level of their business success.

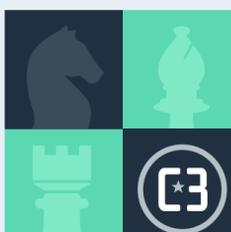
– Maxime Durand

Project Manager & Business Specialist

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