



C3 Solutions



Case Study

1751 Richardson, suite 4408, Montreal, Qc, Canada, H3K 1G6
Tel: +1 514.315.3139 | Email: sales@c3solutions.com
www.c3solutions.com

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THIS ONLINE RETAILER HAD TO BECOME FULLY AUTOMATED TO STAY COMPETITIVE

A specialty online retailer of home furniture and furnishings was looking to automate the inbound receiving scheduling process (live and drop loads) with a scalable software that matched their growth ambitions. Their S&OP software is all developed in-house and they debated whether to look to a specialized supply chain provider for their dock scheduling and yard management needs.

THE CHALLENGE

- They desired to automate and obtain visibility on supply chain events between the moment the order is placed with their supplier to when it arrives at their distribution centers.
- Current manual processes were inefficient and allowed for poor timing of labor-intensive loads. This was affecting order fulfillment targets and contributing to a chaotic receiving process that inevitably increased costs: overtime labor, driver detention times, container demurrage, etc.
- Web APIs were essential. Appointments needed to be booked against valid POs. Rules were applied in the schedule based on PO data characteristics, among others parameters. Bidirectional flow of data, such as confirmation of appointment times being sent to their S&OP software, was essential (e.g., in order to alert consumers of pending deliveries).
- They needed a software that was scalable as their expansion plans for new distribution centers was aggressive - worldwide.

THE RESULTS

Once implemented, the warehouse operations successfully levelled the influx of goods based on specific rules (e.g., no more than 3 floor loaded trailers per day), automated where the drivers should go upon arrival at the site (e.g., live loads to doors or waiting areas, dropped loads to the proper zone), and also had visibility on the incoming loads (e.g., producing a report on the incoming orders over the next 3 days).

The client obtained an added benefit because the dock scheduling system helped them obtain a tier 1 certification for C-TPAT and will continue to assist them in attaining further certifications. In addition to its planning and scheduling strengths, the reporting, communication, fault and auditing features provide excellent visibility that ensures a tighter control and better risk management.

- ✓ **Efficient Labor Planning:** The system provides the tool through which they can better plan their labor requirements.
- ✓ **Yard Tasks Automation:** In addition to schedule the loads, the automated task execution features of the YMS optimized the dock processes without requiring the acquisition of a real time locating system (RTLS).
- ✓ **100% Elimination of Emails:** Furthermore, it eliminated 100% of emails from suppliers related to appointment requests due to the external bookings portal.
- ✓ **Fully Scalable:** Being a dedicated SaaS software, C3's scheduling and yard management system allowed them to easily turn on new sites across different times zones and countries. The system's language follows the users' browser language setting, making it user-friendly for international sites.

“Themselves being a technology powerhouse, the customer really appreciated the configurability and user-friendliness of C3's YMS and scheduling system. I was impressed by their integration expertise, pushing the end-to-end visibility to new levels.”

Samuel Crevier, *Project Manager & Business Specialist*

Consumers who purchase goods on e-commerce platforms expect to know the anticipated delivery dates and to be kept informed if changes occur. This requires complete end-to-end supply chain visibility. Creating seamless integration between specialized in-house systems and best of breed applications requires rich web service APIs and a vendor that is capable of working closely with your internal team.