



C3 Solutions

Case Study



C3 RESERVATIONS, A CENTRALIZED HUB FOR THE SCHEDULING TEAM

This customer has been an industry leader in sports & outdoor accessories for over 50 years. Dedicated to emerging technologies, as well as offering leading edge design and performance innovations,

contributed to making them the most recognized and reputable brand in their field. C3 Solutions is proud to be entrusted to manage their scheduling requirements.

THE CHALLENGE

The main driver of this project was to replace the manual appointment management process in place that involved the typical phone calls, emails, and spreadsheets and to provide an interactive working tool for the scheduling team.

THE SOLUTION

After less than a month, schedulers were on board and soon after carriers and vendors were invited to use the online dock scheduling portal to manage their appointment requests. The overall appointment process – from the request to the arrival/unloading/departure – is fully covered and has been greatly improved. Schedulers benefit from the standardized process and the reduction of phone calls and emails while carriers appreciate the email confirmations and the convenience of having access to the system outside of the regular business hours.

A key benefit of the new process is that carriers now attach electronic copies of bills of lading and packing lists to their appointment requests, providing the purchasing, scheduling and receiving teams with an accurate and valuable outlook on their incoming shipments.

Going forward, this customer would like to extend the use of the tool to manage other facilities and take advantage of the custom reporting possibilities to further measure carrier/vendor compliance to their policies.

"We were very pleased by the swiftness of the C3 Reservations implementation process. Our scheduling team was up and running in no time and enjoyed the benefits from day one."

Operations Systems Manager

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