



C3 Solutions

Case Study



C3 RESERVATIONS, A SOLUTION RICH IN FUNCTIONALITY AND EASY TO DEPLOY

One of C3 Reservations' early adopters is a leading North American distributor of natural and specialty food products, which distributes over 60,000 products to more than 33,000 retail outlets.

In a very competitive industry, this company needed a functionality rich dock scheduling system that would be easy to deploy at a competitive price.

THE CHALLENGE

Our customer wanted to improve their overall warehouse operations. They were running a decentralized model with appointment takers at each DC. They had a lot of key warehouse resources on the phone, responding to emails and faxes to setup appointments that carriers weren't respecting. They wanted to improve the team's productivity, centralize the appointment taking process and make the carriers more accountable.

THE SOLUTION

C3 Solutions was able to meet its customer needs through C3 Reservations, its online dock appointment scheduling system. The organization first piloted C3 Reservations at one of their busiest warehouses as a proof of concept, after which they rolled out eight additional sites over a period of 4 weeks; realizing significant savings right away:

- Up to 90 % reduction of phone calls
- Up to 80 % reduction in over-time dock labor charges
- Up to 50 % increase in schedulers' productivity
- Up to 50% reduction in carrier compliance issues

"We have increased the productivity of our schedulers by 50 percent and our receiving at the warehouses has been streamlined and simplified. We now have a standardized appointment scheduling process that is uniform across the business."

Vice-President,
Distribution Operations

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