



C3 Solutions

Case Study



C3 RESERVATIONS, A TURNKEY SOLUTION

Realizing that they could no longer operate on a first-come, first-serve basis, this alcoholic beverage wholesaler successfully resolved their challenges by implementing C3 Reservations

and pioneered innovative site management solutions for the beverage industry.

THE CHALLENGE

Our customer needed to implement a dock scheduling system in order to address issues related to lack of visibility on incoming orders, frequent bottlenecks creating lengthy driver wait times, and the inability to measure the receiving team's productivity.

THE SOLUTION

The implementation of C3 Reservations not only corrected these issues, but also brought along a standardized process; benefiting the receiving team, management and carriers alike.

- **The receiving team** now has a quick visual report of the daily incoming shipments.
- **The managers** appreciate having accurate and real-time reporting on arrival times and unload duration.

- **Customer service reps** have easy, real-time visibility on appointment's arrival status.
- **The enterprise** now has the tools to reduce driver wait times, eliminating wasteful and frustrating bottlenecks in the receiving zone.

"C3 Reservations was a true turnkey solution, requiring no IT involvement from our side, and C3's implementation team made it easy for us to get started right away. We also greatly appreciate their continued support in adapting C3 Reservations to our evolving needs."

Operations Manager

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