



C3 Solutions



Case Study

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PAIRING BEST TECHNOLOGIES WITH BEST PRACTICES

This European grocer, with 840 stores in its main market, came to C3 Solutions with the desire to modernize the outdated technology and user interface they were using for scheduling appointments to their facilities. In an impressively short two month period, the implementation team successfully revamped the system and processes in place; from the online carrier/supplier portal to the application tools used in the gate/receiving offices to manage staging areas and door assignments, complete with purchase order integration.

THE CHALLENGE

Scheduling practices are particularly complicated in the grocery world due to the numerous exceptions and rules which govern a scheduler's decision for booking load dates and times.

Despite having a scheduling application already in place, this grocer still required much manual effort to reorganize and adjust their schedules, day after day. This was due to the fact that their system was merely automating the communication aspect of the process, without optimizing their scheduling - which was more or less done in a "first request, first booked" basis.

With their growing business and warehouse automation projects, this was no longer viable.

THE RESULTS

The planning capabilities of C3 Reservations truly shone due to its uniquely powerful rule engine, allowing for planning extensive rules, constraints, and priorities – eliminating much of the manual intervention required in the scheduling process. Due to the complexity associated with having a highly automated warehouse (palletizer, automatic inspection and placement of product), many parameters needed to be considered in building schedules:

- ✓ precise unloading times
- ✓ fresh and fast moving items
- ✓ load prioritization
- ✓ expected delivery dates validation
- ✓ door allocations
- ✓ automated standing appointment times expiration
- ✓ self-replenishment
- ✓ agreements with vendors

This implementation is a success story as it combined C3 Reservations with industry best practices, providing its business and supply chain partners a truly automated "lights-out" distribution center.