



C3 Solutions

Case Study



TAKING IT TO THE NEXT LEVEL WITH C3 RESERVATIONS

C3 Solutions is proud to have as a customer a leading Canadian carrier and 3PL which has always been recognized as being at the forefront of technology innovations in the trucking industry. The group has been a valued business partner with regards to Yard Management since 2000. The diversity of the group's operations

creates many challenges that warehouse managers have to face, but a universal reality emerges from this: managing dock activities, appointments and deliveries is a keystone in the successful functioning of their business.

THE CHALLENGE

The diversity of their operations brings appointments from multiple sources into play (pickups, external and internal deliveries, dropped/live loads). And for this reason, it has always been a challenge for appointment coordinators to build a complete and accurate dock schedule. They also required a more balanced workload and greater reporting capability.

THE SOLUTION

The implementation of C3 Reservations brought a standardized process where all parties involved are connected and synchronized, preventing communication errors.

- Operations now have a quick visual report of how their day is looking.
- Carriers appreciate having appointment numbers and email confirmations.

- Customer service reps have easy, real-time visibility on schedule availability and appointment status.
- Appointment coordinators enjoy an intuitive and centralized working tool.

"I always say that our appointment desk is the main branch of our operations; it is connected to all different parts of our business, C3 Reservations gives us the ability to be more efficient and the tools to provide greater service and visibility to our customers."

Warehouse Manager

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