



Dock Scheduling Cases

Case Study

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.



This implementation truly proved how a realistic, well-defined project scope is the key to a successful project. It has been a pleasure working with such a sharp and dedicated project team to deliver tangible benefits to schedulers while enhancing the carriers' booking experience and compliance tracking. The customer's outstanding change management process also allowed the deployment of multiple sites in record time, an achievement which I always find impressive.



SOPHIE GAGNON
Senior Business Specialist



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 results

Dock Scheduling

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