

PLAN YOUR



NEXT MOVE

BY C3

CASE STUDY

Dock Scheduling

A ONE-OFF INSTALLATION GOES NATIONAL THANKS TO C3 FLEXIBILITY

Our customer is a national grocery chain operating more than 25 distribution centres that ship almost two million units every week.

This forward-thinking company is at the forefront of adopting new technologies that increase efficiencies in its operations and help it gain market share in a very competitive marketplace.

C3 Reservations has proved to be a very useful tool for this company.

THE CHALLENGE

The customer first got in touch with C3 Solutions for a yard management system, but after careful analysis, it was determined that an appointment booking system was needed to manage inbound receiving and improve efficiency.

The company lacked insight into its **dock scheduling** processes across various sites.



THE C3 Solution

Initially, the customer was looking for a solution to implement at one location.

The objective was to be able to manage receiving in a more organized manner and to be able to document a wide variety of inbound loads.

NATIONAL DEPLOYMENT ON A

27-SITE NETWORK

After the successful implementation at the primary site, the company took C3 Reservations nationally across its 27-site network in record time.

The solution allowed the customer to:

✓ Prioritize flow through the docks and manage inbound loads so that what was immediately needed in the DC was unloaded first.

✓ It also introduced the ability to track the performance of staff, assets and carriers by introducing and tracking business rules.

✓ Finally, because the solution meant no more need for manual, paper processes, the company was able to reallocate labour to more productive jobs.



The implementation was great! The C3 team was really supportive of our requirements; they were really creative in making sure that the tools fit our needs. They taught us how to do the implementation on the first site and we were able to do the rest with a minimum of assistance. It was a really great project for us."

— Continuous Improvement Manager

Distribution & Logistics



There is no greater compliment and sense of accomplishment then when a client entrusts us with the success of multiple sites implementation. We are in the business of helping to create modern and efficient organizations, so it's always exciting to work with clients who see the value of what we do!"

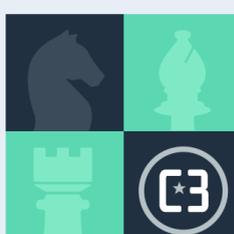
— Frederick Turcotte

Project Manager & Business Specialist

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