

CASE STUDY

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BNSF Logistics Provides Transformative Transportation Solution

Business Challenge

A global manufacturer, marketer, and retailer of furniture supplies, with annual sales in excess of \$1.3 billion, sought to identify and overcome process inefficiencies. Their focus was in the movement of inbound materials and outbound finished product to their distribution centers and then direct to their customers and company store locations. Included in this network were five production plants and four remote distribution centers, each requiring 100% capacity compliance, visibility throughout shipment life, and an unyielding standard for on-time delivery. Capacity fluctuations and associated rate volatility created an environment where freight budgeting was difficult to calculate and impossible to achieve.

Solution

After thorough evaluation and analysis, BNSF Logistics and customer created a collaborative solution that provided predictability around costs that allowed for accurate budgeting and planning execution within customer processes. BNSF Logistics first implemented EDI for freight quotes, load tenders, and invoice remittance, uploaded with all truckload, less-than-truckload, and intermodal rates. We then utilized our TMS software to provide load planning and carrier selection for better customer control. We committed to honor established rates regardless of changes in market conditions or short-term capacity constraints. This solution improved service and lowered costs by using BNSF Logistics as a single source logistics provider.

Process/Procedure

A dedicated team was assigned to the customer to alleviate some of the day-to-day operates and communications and to provide updates regarding service and appointments for all vendor and store deliveries. Load planning was managed through our TMS and batched every week with final freight activity analysis sent back to the individual plants to assist in the optimizing all trailer staging and loading.

Results

- Realized a 45% improvement in service and reduced production delays
- Increased real-time visibility of inventory control and actual product line
- Streamlined 29 carriers into a single source provider
- Improved order planning for raw materials

