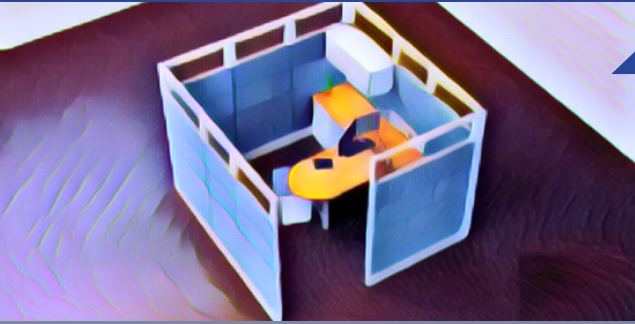


A heavy materials manufacturer outgrew its supply chain. Here's how we fixed it.



CLIENT

A leading manufacturer of office layout systems.

CHALLENGE

Building a more cost-efficient and reliable supply chain.

APPROACH

A purpose-built carrier selection tool, improved BI and rapid response system, ongoing strategic input into decision-making.

RESULTS

- Shipping costs reduced by 23% with one 54 point data scrub identifying \$10,000 in carrier charges.
- Late delivery charges cut by 70% and on-time delivery improving to well above the industry average.
- Improved customer satisfaction built on a scalable supply chain that grows with the company.

SUMMARY

Our client was losing profit to burgeoning freight costs and delivery delays. We helped the company access more competitive shipping rates. We also equipped them with real-time shipment tracking data and a path forward for continual supply chain improvement.

PAIN POINTS & SOLUTIONS

BETTER SHIPPING OPTIONS UNLOCKED

The company was expending significant revenue on freight – a problem exacerbated by a product line that included many heavy and difficult-to-ship products.

IL2000 built a tool for consolidating shipment loads. Using a simple interface, our client could swiftly evaluate shipping options, consolidate shipments, and rate shop.

RAPID RESPONSE SYSTEM ACTIVATED

Delivery exceptions and problems were disruptive, time-consuming, and difficult to resolve. Delays were imposing extra penalty charges on the company and slowly eroding customer confidence.

We built a BI dashboard that gave the company full visibility over its shipping operation. We set up a rapid response alert system to improve delivery performance. If shipment problems arose, an IL2000 supply chain specialist would be working on a fix within 15 minutes.

FREIGHT OPERATIONS FUTURE-PROOFED

Our client's supply chain hadn't kept up with the company's rapid growth and scaled up shipping. Its supply chain documentation, reporting tools and practices limited the company's capacity for continued growth.

IL2000 came alongside our client as supply chain thought partners. Our close ongoing collaboration fostered sustainable scalability of supply chain operations.