

Making a Great Company Even Better by Decreasing Delivery Costs

AMERICAN Electric Supply

With over ninety employees, a fleet of 18 trucks – from pickups to 20' stake-beds - and excellent buying power, AES provides customers with quality products for a competitive price and delivers them to the job site or shop. Its warehouse operates around the clock from 10:00 pm on Sunday through 11:00 pm on Friday. AES makes about 130 deliveries per day.

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Robert Fonseca, Jr., AES warehouse operations manager

Company Profile

American Electric Supply, Inc. (AES)
Transportation & Logistics Services

Descartes Solutions

Descartes Route Planner™ RV

About the Client

American Electric Supply was founded in 1984 with a handful of employees and a goal of building a company that was customer service oriented. Over the past 21 years, AES has grown to be a premiere provider of industrial and commercial electrical products in Southern California.

Quick Overview

Challenge

Lack of Visibility Added to
Costs of Operations

Solution

Simplifying Routing and
Delivery Processes

Results

- Reduced Operations Costs
- Increased Customer Satisfaction
- Positioned for Growth

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Challenge:

Lack of Visibility Added to Costs of Operations

Even with its past successes, AES had a challenge. Delivery manifests for each day were hand written the night before and then trucks were sent on their way. Each truck was outfitted with a GPS tracking unit, which conveyed its location to a company computer. If a route change was needed, the dispatcher could then locate an address in its service region and re-route the truck closest to the desired location for a delivery. But, this manual approach caused considerable duplication of effort, delays, wasted time, fuel and frustration by drivers and customers alike.

Solution:

Simplifying and Accelerating Routing and Delivery Processes

In September 2005, AES installed Descartes Route Planner RV and two months later installed Descartes Wireless/GPS. As part of the Descartes Routing, Mobile & Telematics suite, Descartes Route Planner RV helps small to medium sized organizations gain control over their delivery operations. The map-based routing software can be combined with wireless/GPS and automatic call-outs to provide a complete delivery management solution.

“Before AES installed Descartes Route Planner RV, we had too much confusion, wasted time and wasted resources,” said Robert Fonseca, Jr., AES warehouse operations manager. “For example we’d have drivers crossing each others’ paths. Within the first three months of installation, we were able to eliminate one or two runs per day and shift them to other runs that needed extra manpower. Ultimately, Descartes is helping us reduce costs and positioning us to grow the business without adding trucks and manpower.”

The implementation of Descartes Route Planner RV has enabled AES to plan and manage its entire delivery process to reduce costs and increase customer satisfaction.

Results:



Reduced Operating Costs



Positioned for Growth



Increased Customer Satisfaction