

# Descartes Reseller, Bestrane Rolls Out Descartes Dock Appointment Scheduling™ Solution



The Westfield Group is the largest retail property group in the world with interests in an investment portfolio of 119 shopping centers in Australia, New Zealand, the United Kingdom and the United States, valued in excess of \$58.2 billion. The centers are located in prime trade areas, anchored by long-term tenancies with major retailers and incorporating a wide cross-section of high-quality specialty retailers and national chain store operators. In 2010, Westfield commissioned \$1.2 billion in the re-development of the Pitt Street Mall location in Sydney Australia that expanded to 280 food and fashion specialty stores, covering 77,000sqm of leasable commercial space. At the same time, Westfield Sydney commenced a global assessment of their inbound logistics operations – dock management systems – in order to gain visibility and manage processes, tracking overall performance.

“The Mobile Dock solution provides Westfield with the ability to control, monitor and measure how the Westfield Sydney site is accessed.”

**Reggie Probst**

Sr. Security Manager, Westfield Sydney

**Company Profile**

The Westfield Group  
Retail Property Management

**Descartes Solution**

Descartes Dock Appointment Scheduling™

**Descartes Reseller**

**BESTRANE**  
Bestrane MobileDock™

**About the Client**

One of the world's largest retail property groups that operate a high-quality portfolio of shopping centres globally under the brand name Westfield Shopping Centres.

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**Quick Overview****Challenge**

Retail Traffic Congestions  
Caused Delivery Delays

**Solution**

Standalone Solutions Unite for  
Seamless Dock Operations

**Results**

- Increased Operational Efficiency
- Explosive Growth
- Strengthened Carrier Relationships
- Superior Customer Service

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## Challenge: Retail Traffic Congestion Caused Delivery Delays

Westfield Sydney had several inbound logistics issues associated with their new state of the art retail development in the heart of CBD Sydney Australia. Part of the design of this facility was a single access point into and out of the facility into one of Sydney's busiest streets for all retail deliveries. For the site to operate efficiently, this delivery point needed to handle over 2,000 deliveries per week and provide access to key information to a range of stakeholders such as carriers, retailers and Westfield management. In addition, the site's unique CBD location provided serious congestion and security issues that also needed to be addressed.

## Solution: Standalone Solutions Unite for Seamless Dock Operations

Bestrane MobileDock™ utilizing Descartes Dock Appointment Scheduling™ Westfield selected Bestranes' MobileDock™ – a mobile application that operates seamlessly with Descartes' web based Dock Appointment Scheduling.™ The project moved Westfield from a manual, disconnected process to a cloud-based system that provided visibility, control and measurement across all parties within the supply chain.

Bestrane MobileDock™ is a wireless application that provides remote execution of appointment status such as real-time updates, field data capture, and management of the onsite workflows and processes critical for congestion and security management. The application allows mobile workers (etc: carriers, dock staff etc) to receive, input and action key information via a wireless device while onsite using scannable barcodes and/or keyboard inputs.

Descartes Dock Appointment Scheduling™ is a software platform that automatically allocates docks and timeslots for deliveries and access required at Westfield Sydney through:

- Auto calculation of appointment durations and dock selection based on type and volume of goods
- Real-time delivery bookings and confirmations (email with barcode) with options for alternate scheduling
- Integrates with Bestranes' MobileDock™ to automate and track the entire workflow between arrivals and departures from anywhere on site.

Descartes Dock Appointment Scheduling™ is designed provide visibility and control across the status and scheduling of dock appointments to all relevant supply chain participants involved in the Westfield Sydney location. In the first phase of the roll-out, this equated to 240 Retailers, 510 Carriers/Contractors, 1,000+ Users with over 400+ bookings per day.

## Results:



### Reduced Congestion

Better control of arrival times of deliveries and expected volumes brought significant reduction in delivery vehicle idle times and reduced emissions during dock dwell time.



### Increased Visibility & Safety

Retailers have visibility into stock delivery schedules, which includes an average of 400 unique bookings per day. In addition, unauthorized vehicles are being identified before entry to the Westfield site.



### Added Efficiencies

Over 90% of appointment bookings are made and approved automatically via the web with no interaction required from dock management or Westfield.



### Introduced Analysis Capabilities

The Descartes solution provides Westfield with the ability to track and analyze carrier and dock operations performance.

## Challenge:

# Hone Customer Satisfaction While Increasing Freight Volumes

Specializing in refrigerated freight, Capital Logistics had experienced sizable year-over-year growth since its launch in 2009 but seemed to hit a plateau of approximately \$25 million in annual revenues in 2016. To help accelerate revenue growth, the logistics provider sought greater depth of expertise in its management team, coupled with a technology solution that would boost efficiency and minimize costs. With growing customer demands for improved shipment visibility, Capital Logistics required an automated logistics solution that could deliver real-time freight visibility, increase on-time delivery performance, and strengthen customer and carrier relationships.

Seamless integration facilitates detailed supply chain visibility, enabling the 3PL to improve coordination, communication, and performance for carriers and customers alike. "After hitting a plateau, we knew we needed to find a way to be more efficient to break through to the next level of success. In addition to tapping the expertise of industry veterans, we implemented the combined Descartes solution to inject efficiencies and cost-effectiveness into our transportation logistics process. And now we're poised to double our revenue growth to \$100 million in 2020," said Capital Logistics' CEO Jeff Gerson.

With the goal of galvanizing revenue growth, Capital Logistics implemented the highly-efficient, integrated solution of scalable, cloud-based Descartes Aljex TMS and freight visibility tool Descartes MacroPoint. Seamless integration facilitates detailed supply chain visibility, enabling the 3PL to improve coordination, communication, and performance for carriers and customers alike. "After hitting a plateau, we knew we needed to find a way to be more efficient to break through to the next level of success. In addition to tapping the expertise of industry veterans, we implemented the combined Descartes solution to inject efficiencies and cost-effectiveness into our transportation logistics process. And now we're poised to double our revenue growth to \$100 million in 2020," said Capital Logistics' CEO Jeff Gerson.

Michael Feig, COO at Capital Logistics, added, "We've been able to automate more clerical tasks, and collaborate with customers and carriers through portals, enabling our team to focus on growth. Plus, we're able to be more proactive and strategic in serving our customers; with real-time shipment visibility, we can truly manage by exception while minimizing cumbersome manual track and trace efforts." Bringing the most commonly-used functions into a single dashboard, Descartes Aljex streamlines and automates daily activities for Capital Logistics—lane rate comparison, rate confirmation, acceptance, dispatching and EDI—to increase productivity and accuracy. Tight integration with Descartes MacroPoint provides real-time visibility to help Capital Logistics save time, resources, and money by eliminating manual check calls.