

Boosting Customer Service with Supply Chain



While Stewart Foodservice had a predominantly fixed clientele and did not experience variation in its routes, the company had no way of tracking deliveries once trucks had departed from its central distribution center. As a company that prides itself on exceptional customer service, Stewart Foodservice's main concern was to keep its customers informed of revised E.T.A.s. Stewart Foodservice required real-time visibility into its delivery operations. The company on boarded the Descartes solution without disruption to the business or having to write a program to integrate its data with the Descartes system.

"I can now also look at important profit indicators, such as truck utilization, and average piece and time per drop, or number of drops per driver. Before Descartes, there was no source for that information. Even sales managers in the field can access and view details on our trucks. I don't know where we would be without Descartes today."

Dennis Hrytzak, Director of Finance, Stewart Foodservice

Company Profile

Stewart Foodservice, Inc.
Foodservice Distribution

Descartes Solutions

Route Planning
Route Execution and Mobile

About the Client

Stewart Foodservice is a foodservice distribution company with 75 employees and over 450 customers. Its impressive roster of customers range from family owned restaurants and chains to institutional cafeterias. Based in Barrie, Ontario, Stewart Foodservice has grown into one of Canada's leading full-line distribution companies.

Quick Overview

Challenge

Lack of Visibility Impacted Routing, Planning and Customer Service

Solution

An Affordable Solution with the Visibility to Improve Operations

Results

- Positive Return on Investment
- Superior Customer Service
- Positioned for Growth
- Better Controls

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Challenge:

Lack of Visibility Impacted Routing, Planning and Customer Service

Stewart Foodservice had little visibility into delivery status or changes that occurred throughout the day, including those caused by unpredictable weather conditions, customer no shows, dock waiting time, changing traffic patterns or customer delays. As a result, dispatchers could not update delivery schedules or notify customers of new estimated times of arrival (E.T.A.).

Solution:

An Affordable Solution with the Visibility to Improve Operations

According to Dennis Hrytzak, Director of Finance at Stewart Foodservice, "We knew there was technology out there that could help us achieve visibility into our delivery process, but prohibitive costs kept it out of reach." Descartes offered an affordable and practical cloud-based logistics solution. With Descartes' subscription model, the rich functionality offered in the Descartes route execution solution was available to Stewart Foodservice at a reasonable price. Since the solution was subscription-based, we knew that the financial and operational risk would be minimal, and the impact would be immediate.

With Descartes route execution and mobile solution, Stewart Foodservice now has real-time visibility into its delivery operations. They now provide their clients with improved customer service through more accurate E.T.A.s. Access to critical historical data, enables them to continually optimize their business operations including: redo delivery policies; manage exceptions (damages, return and dock waiting time); dynamic sequencing.

Results:



Positive Return on Investment

The client experienced increases of over 10% in driver productivity, 8% increase in overall fleet capacity, and actual service time is now within 3% of planned times. This resulted in a ROI of 4.5X.



Superior Customer Service

Customer service levels are high since more specific and direct answers can be given regarding E.T.A.s or issues that might have occurred.



Positioned for Growth

The Descartes solution enables dispatchers to manage increasingly more deliveries, enabling the business to grow without the need for additional resources.



Better Controls

The Descartes solution Another by-product of the Descartes solution is the control aspect. "We can see at a glance how drivers are doing, who is delayed and who is ahead. We now know where our trucks are and for how long."