

TOTAL TRANSPORTATION SOLUTION

OVERVIEW

An industry leader in the development and marketing of innovative products that provide clear water for pools and spas was looking for a transportation solution to fix their current poor service levels. In need of a more hands-on transportation solution, PITT OHIO provided the solution and managed the “white glove” service from start to finish, exceeding expectations with near 100% on-time service levels.

WHAT WAS THE PROBLEM?

This large pool chemical company suffered from poor service issues, resulting in missed pickups and deliveries. Ultimately, their customers east of the Mississippi were not getting their product orders on time. The company admits to needing a more hands-on transportation solution with a team available at any time for problem solving, especially for its final mile deliveries, which sometimes requires driver assistance and/or lift gate.

WHAT WAS THE SOLUTION PITT OHIO DEVELOPED?

PITT OHIO’s SUPPLY CHAIN Team is available to develop solutions using any mode of transportation necessary in and outside of PITT OHIO’s direct coverage in the Mid-Atlantic and Midwest regions. After examining the freight, lanes, and line haul loads, and with an understanding of the customer’s need for better customer service, PITT OHIO’s SUPPLY CHAIN Team developed a “One Stop Shop” for the customer with a pool freight and distribution solution.

For these approximately 180 loads over a 6-week time period, PITT OHIO’s SUPPLY CHAIN Team served as the central point of contact to manage this “white glove,” dedicated solution for the customer from start to finish managing tracking and tracing, appointment schedules and billing. PITT OHIO orchestrated line haul loads out of Conyers, Georgia to PITT OHIO LTL and GROUND affiliate terminals for the final mile delivery throughout states east of Mississippi. The “One Stop Shop” not only included a central point of contact, but it also offered unlimited service offerings, including: hazmat, lift-gate delivery, appointments, inside deliveries, driver assist, and more.

Our SUPPLY CHAIN Team brought together PITT OHIO’s TRUCKLOAD, LTL and Small Package services to work seamlessly together to deliver a “white glove” transportation solution developed especially to solve the problem for this customer.

RESULTS/ OUTCOMES

Seamless white glove service

Dedicated contacts for scheduling and problem solving

Near 100% on-time service including scheduled appointments and delivery windows

Visibility from origin to destination with a white glove approach to tracking and tracing

One invoice from start to finish

Daily service reports showing service levels