

DEDICATED DELIVERY

OVERVIEW

An existing PITT OHIO client explores the option of partnering with a transportation company to provide a dedicated delivery solution with specialized equipment to support their unique product handling characteristics. This new service would provide their customers with a personalized, damage-free and cost-effective service that was in-line with the business goals of a new and growing division of their company.

WHAT WAS THE PROBLEM?

A highly specialized division of a Fortune 500 Glass Manufacturer delivers their product to their growing customer base through for-hire LTL trucking companies. The unique handling characteristics of the specialty windows, supplies and materials that they ship make the product highly susceptible to damage in the LTL environment. The company also lacks the ability to quickly react to customer needs, which is a critical component for a division with aggressive growth goals. The customer needed a transportation solution that provided them the flexibility to meet their customer demands, the right equipment to effectively handle their product and a partner that was aligned with their goals to cost-effectively grow their business.

WHAT WAS THE SOLUTION PITT OHIO DEVELOPED?

After receiving and reviewing the initial requirements from the client, PITT OHIO began a process to even further define the client's needs through a series of developmental meetings. By understanding and aligning with these needs, PITT OHIO was able to develop a customized operational and pricing solution for the client that included the purchase of delivery trucks with specifications unique to PITT OHIO's operations, which allowed for damage-free service. PITT OHIO drivers were specifically assigned to this program as dedicated resources and they became an extension of the client's operations. The resources of the local PITT OHIO facility were leveraged to provide easy access to additional drivers and equipment to accommodate peaks in the client's business levels. Conversely, when business levels declined, PITT OHIO could share costs with the client by using dedicated drivers and equipment in the PITT OHIO LTL operation. After the solution was implemented, PITT OHIO continued to pursue its' philosophy of continuous improvement and the PITT OHIO manager identified an area where daily miles could be reduced. As a result, the productivity of the program was enhanced and the costs to the customer were reduced. By going further than the initial requirements, PITT OHIO was able to give this customer a solution that provided them flexibility along with a cost savings.

RESULTS/ OUTCOMES

Elimination of damage to their product resulting in improved customer satisfaction.

Increased productivity by using dedicated driver resources that report directly to the client's organization has allowed for increased work schedule flexibility and lower operating costs.

Dedicated driver resources have improved delivery reliability which has strengthened customer relationships and increased business.

The client markets PITT OHIO's reliable, customer-centric dedicated driver solution as a competitive advantage to existing and prospective customers

Unique pricing approach to reduce empty miles allows for cost reduction by allowing truck and driver resources to be shared with existing PITT OHIO LTL operation after the client's delivery needs have been fulfilled.