

# FINAL MILE DELIVERY

## OVERVIEW

A Buffalo-based subscription of the month company found that their current supply chain was incredibly cost and labor-intensive. Looking to move away from large, big box carriers, this subscription of the month company looked to PITT OHIO for a more cost-effective, streamlined customized solution.

## WHAT WAS THE PROBLEM?

Generally, households are the final destination of a subscription of the month companies' shipments. This business to customer (B2C) task requires considerably more stops and special instructions than business to business (B2B) requests. Due to this level of complexity, the majority of their carriers were charging higher than normal freight bills and surcharges.

From a shipper's perspective, excellent service with fair prices is top priority. Typically, final mile deliveries require more time and customization which in turn can drive up the cost for the shipment. To combat the high shipping costs and streamline their supply chain process, this company pursued a new carrier to manage last mile deliveries across the country for an appropriate price.

## WHAT WAS THE SOLUTION PITT OHIO DEVELOPED?

PITT OHIO's "just say yes" mindset has opened opportunities for our unique solutions. Although sometimes challenging, finding that perfect, customized solution to the customer's problem is PITT OHIO's strong suit, a concept that has been proven with the service provided to businesses that have similar needs. Through the use of its SUPPLY CHAIN department, PITT OHIO assessed the current situation and developed the ideal solution that uniquely streamlined the shipping process by building a network of last mile service providers, specific to this B2C customer.

PITT OHIO's SUPPLY CHAIN department was able to build strong, reliable relationships with carriers that fit the needs of the customer. By managing relationships with 7 different carriers at 9 drop points across 12 states, PITT OHIO made sure that the freight got where it needed to go on-time and undamaged. By working with these strategic partners, PITT OHIO took care of the shipper's needs and maintained its "just say yes" approach to customer satisfaction.

## RESULTS/ OUTCOMES

PITT OHIO's customer-centric mindset helped develop a single source connection, making final mile deliveries less labor intensive, and more consistent and cost-effective.

The customer benefited from a streamlined, single source billing process. Although their solution involved 7 carriers in 12 different states, the customer was presented with a single invoice each month.

Customer benefited from a single point of contact with PITT OHIO versus management with 7 different providers.

Customer expressed confidence in PITT OHIO's ability to manage the relationships with the additional 7 providers and was pleased with the customer service and IT integration from their dedicated account manager