

STRATEGIC PARTNERSHIP TO NEW ENGLAND

OVERVIEW

A leading supplier of military supplies needed a next day solution to the New England states. After reorganizing their supply chain, this leading supplier of military supplies needed a reliable transportation solution to New England from its now closest facility in Jonestown, PA.

WHAT WAS THE PROBLEM?

Their customers in the New England area were accustomed to receiving next-day service, which became a challenge when they reorganized their supply chain and began servicing their New England customers out of their Jonestown, PA facility. Freight competitor's solutions could not guarantee next-day service and failed on deliveries. The company's largest shippers reside in the New England area, so on-time and reliable service is necessary for customer satisfaction and repeat business.

WHAT WAS THE SOLUTION PITT OHIO DEVELOPED?

Already delivering 30 bills/day in the Mid-Atlantic and Midwest, the company was familiar with PITT OHIO's commitment to reliable service and driver excellence. PITT OHIO introduced the company to its sister company, Ross Express and quickly demonstrated why this New England carrier was the partner to provide the best solution. Through additional analysis of the freight volumes and requirements, PITT OHIO presented an optimal next day solution using Ross Express and a second strategic partner in the Mid-Atlantic. The carrier will make a daily pick up at the customer's Jonestown, PA facility by 4:30 pm and deliver to Ross Express' terminal in Sutton, MA by 1:00 am that same night. Ross Express guarantees delivery by noon in Maine, Connecticut, Massachusetts and Rhode Island.

RESULTS/ OUTCOMES

Carrier in New England is a true partner committed to reliable, dependable service daily.

- 100% on-time service.
- Deliveries are arriving in Andover, MA well before noon allowing the company's customers to increase site productivity each day.

Same driver everyday ensures consistency and reduces confusions and errors. The driver is friendly, courteous and easy to work with.