



HELPING CUSTOMERS DELIVER™

# STEWART FOODSERVICE BOOSTS CUSTOMER SERVICE WITH SUPPLY CHAIN

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.

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 in Barrie.

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.).

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 ultimately required real-time visibility into its delivery operations.

## Descartes: An Affordable and Practical Solution

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 logistics solution. With Descartes' subscription model, the rich functionality offered in the Descartes Visibility Solution would be available to Stewart Foodservice at a fraction of the price. And since the solution was available on a pay-as-you-go-basis, the financial and operational risk would be minimal, and the impact would be immediate.

"I don't know where we would be without Descartes today."

Dennis Hrytzak, Director of Finance at Stewart Foodservice





**CHALLENGE:** Stewart Foodservice had minimal visibility into its supply chain. Dispatchers were unable to update delivery schedules or notify customers of new E.T.A.s in a timely manner.

**SOLUTION:** With Descartes Visibility 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.

**ROI=4.5X:** In just five months: over 10% increase in driver productivity; average stops per vehicle increased; 8% increase in overall fleet capacity; actual service time is now within 3% of planned times.

### Immediate Impact on their Business

Just six weeks after first hearing about Descartes, Stewart Foodservice on boarded the Descartes solution. Hrytzak was impressed at the outset, "There was no disruption to our business. We didn't even have to write a program to integrate our data with the Descartes system."

Web-enabled cell phones connected field staff to the Descartes solution and were used to capture data such as mileage and exceptions in real-time.

Stewart Foodservice executives were pleased with the results. They made the decision to sign up for the Descartes solution and have not looked back since.

### Visibility to Fleet and Access to Critical Historical Data Improves Productivity on an Ongoing Basis

While exceptions were previously reported at the end of the day, today dispatchers have visibility to the drivers and know their exact route plan status upon arrival at each stop. This means 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. "We can now tell our clients that the driver is two deliveries away and we can give an accurate E.T.A.," said Hrytzak. 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."

Stewart Foodservice now has the ability to go back and check historical delivery logs. For example, if a customer has concerns that its deliveries repeatedly arrive at an incorrect time, management can go back to delivery logs, verify the information, and respond with facts.

Stewart Foodservice recently added two sales reps, which will ultimately translate into more trucks. Fortunately, the Descartes solution enables dispatchers to manage increasingly more deliveries, enabling the business to grow without the need for additional resources.

Looking ahead, Hrytzak believes that as the fleet grows, the Descartes Visibility and Routing Solution will provide a perfect upgrade path. "Descartes meets our needs and makes us look a lot more professional."

"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

#### THE DESCARTES DIFFERENCE

Descartes is making the world a better place by enabling global organizations with logistics-intensive businesses to save money by improving the productivity and performance of their operations. As a federated global logistics network, Descartes provides global trade compliance solutions, supply chain execution solutions and mobile resource management solutions to ~6000 customers around the world. Our hosted, transactional and packaged solutions deliver repeatable, measurable results and fast time-to-value.

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