



# Going the extra yard for landscaping tool company



## INCREASED EFFICIENCY

Designed streamlined solution to improve freight quote process



## REDUCED COMPLEXITY

Eliminated additional processes to enhance shipping performance and ROI



## ENHANCED VISIBILITY

Provided greater visibility to ensure costs are covered on every shipment

Streamlined freight processes save leading tool and supply business time and money

## CHALLENGE

A.M. Leonard, a leader in the horticulture tool and supply industry was struggling with their shipping system. Their system for quoting freight required costs and markups to be blinded in customer documentation, but show full complexity of regional markups, weight breaks and handling fees in the internal executive views of the same transactions. That requirement created an additional process, increased stress, complexity and cost, and reduced the efficiency of their work.

## SOLUTION

KDL's pricing and distribution team could not alter the A.M. Leonard system to achieve their goals, so they went to work analyzing historical data and patterns. The team identified optimum weight break and markup levels, and through innovative thinking and trial and error, developed a work-around process within the customer's system. The KDL team was able to get the A.M. Leonard group up to speed on the solution quickly, enabling them to improve performance and reduce stress.

## RESULTS

A.M. Leonard has great confidence in KDL's ability to work with them to meet their system needs as well as helping them to have an easier process to quote out their freight. They are particularly pleased that the new process provides greater visibility internally which ensures they cover their costs every time.



**KDL's analysis team has given me great confidence in their ability to dig into the details and find practical solutions that make our process better"**

— Angie Hare, Director of Customer Support

**People Drive Logistics**

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