



Case Study



COMPANY: \$1.2 billion (annual revenue) North American division of \$23 billion global company distributing specialty rubber, replacement parts & rubber-related products.

OVERVIEW: Company was growing at a rapid pace through acquisitions and as a result, their transportation operations were fractured. In addition, their long-time, Logistics Manager was retiring.

CUSTOMER NEED: Customer wanted to centralize transportation operations as companies were acquired and look for ways to streamline their processes and reduce costs whenever possible. They were losing a key resource due to retirement and had no internal staff that could support these goals.

PROCESS: KDL established a centralized logistics program for over 100 sites. LTL pricing was negotiated and implemented for all sites. Parcel Pricing was reviewed and support provided to customer to establish program. Centralized Management of Truckload, International and Expedites was implemented and managed by KDL. TMS, Parcel Management and Dashboard reporting systems were implemented across all sites that provided daily management tools and visibility into customized, key performance metrics by division, region and company-wide. Detailed GL Coding of transportation costs was automated and provided to customer. All implementation processes were documented and repeated for each new acquisition or required program changes like GL Coding.

PROGRAM RESULTS & BENEFITS: Customer realized savings of **\$940K annually or 12.6%** off of their \$7.5 mill spend. Avoided cost of hiring Logistics Manager. They gained centralized visibility into key transportation program metrics providing effective tactical and strategic management of their overall program. Through the KDL program, any new acquisition is quickly put on the program, cost-savings achieved and visibility into service and cost data is immediate.