

How Quetico, a leading 3PL provider, is thriving during supply chain chaos with process improvement and technology.



The Customer

From humble beginnings 27 years ago in one of the owners' garage, Quetico, based in Goodyear, AZ has grown to become a global leader in 3PL, Warehousing, and Distribution primarily for apparel and footwear products with presence across North America, Europe and Australia. Apart from the core activities as a 3PL, the company does special handling of products based on customer, distribution facility and user needs. Across its US locations, the company manages a million sq. ft. of space and 1000+ employees.

QUETICO

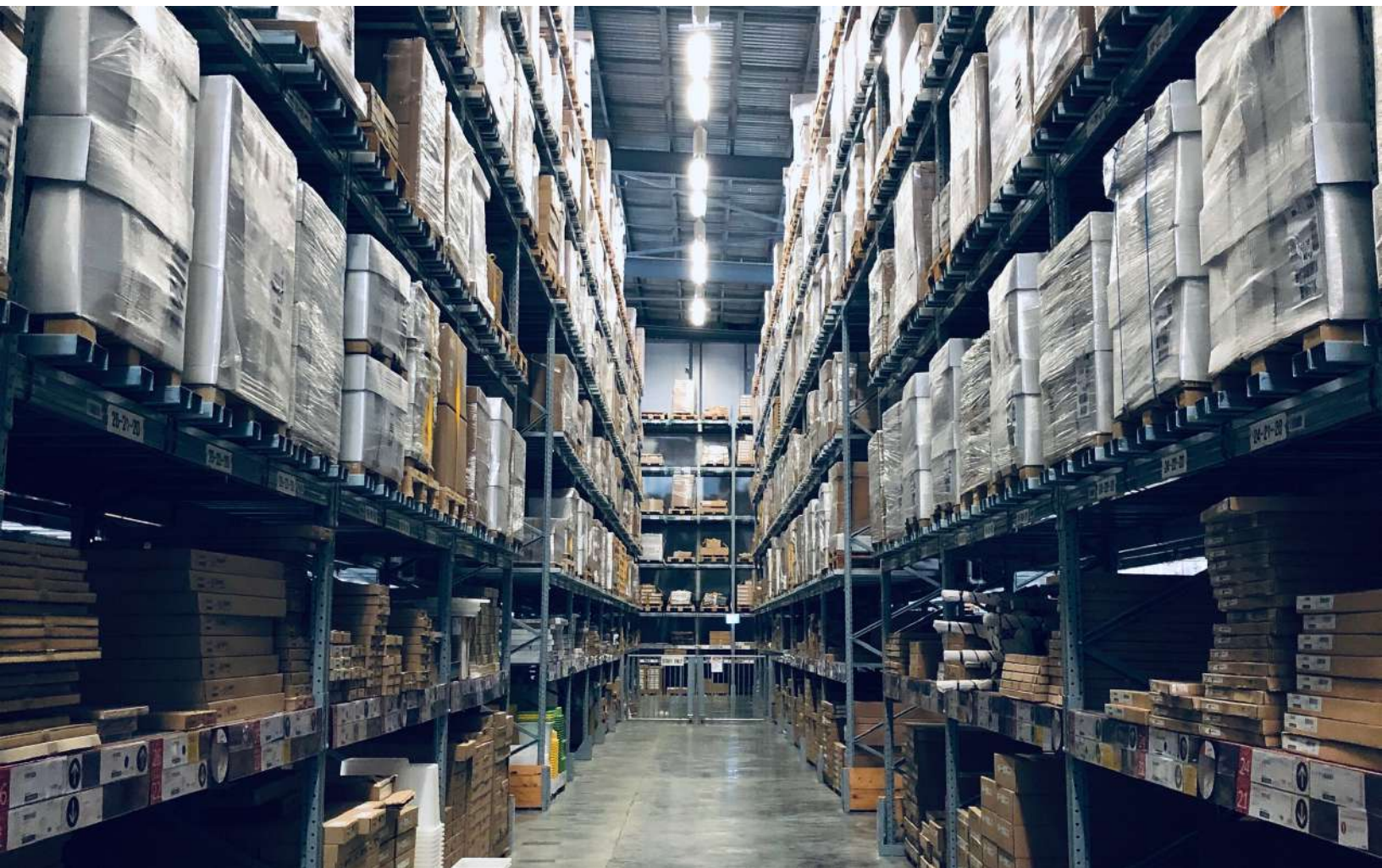


VELOSTICS

Challenge

Quetico was struggling to balance fast growth and the needs of its customers with the challenging supply chain environment and labor constraints. Without accurate order visibility and planning, products and orders were coming at a much faster pace than the company could handle with the seemingly insufficient resources at its disposal. The manual processes, the absence of clear ownership and the first-come, first-serve handling could no longer support the scale of the operation, and adding more people and more equipment was having a negative effect on throughput, efficiency, and profit and billing accuracy.

- ✘ Capacity constraints
- ✘ Last minute schedule changes
- ✘ Shortage of workers
- ✘ Manual, email scheduling
- ✘ Overbooking
- ✘ Long wait times
- ✘ First-come, first-serve handling for some loads
- ✘ Poor utilization of people and equipment
- ✘ Missed high priority customer orders
- ✘ Customer satisfaction was low



Objectives



Balance

Balance inbound loads against the available capacity in terms of equipment and people.



Throughput

Improve **throughput** and speed up receiving, get product to storage or to handling department, and finally to shipping.



Visibility

Improve management team **visibility** into operations status on and what under- and over-loading docks was really doing to productivity.



Customer Service

Improve **customer service** and get customers happy and confident in Quetico's handling the products quickly and on time.

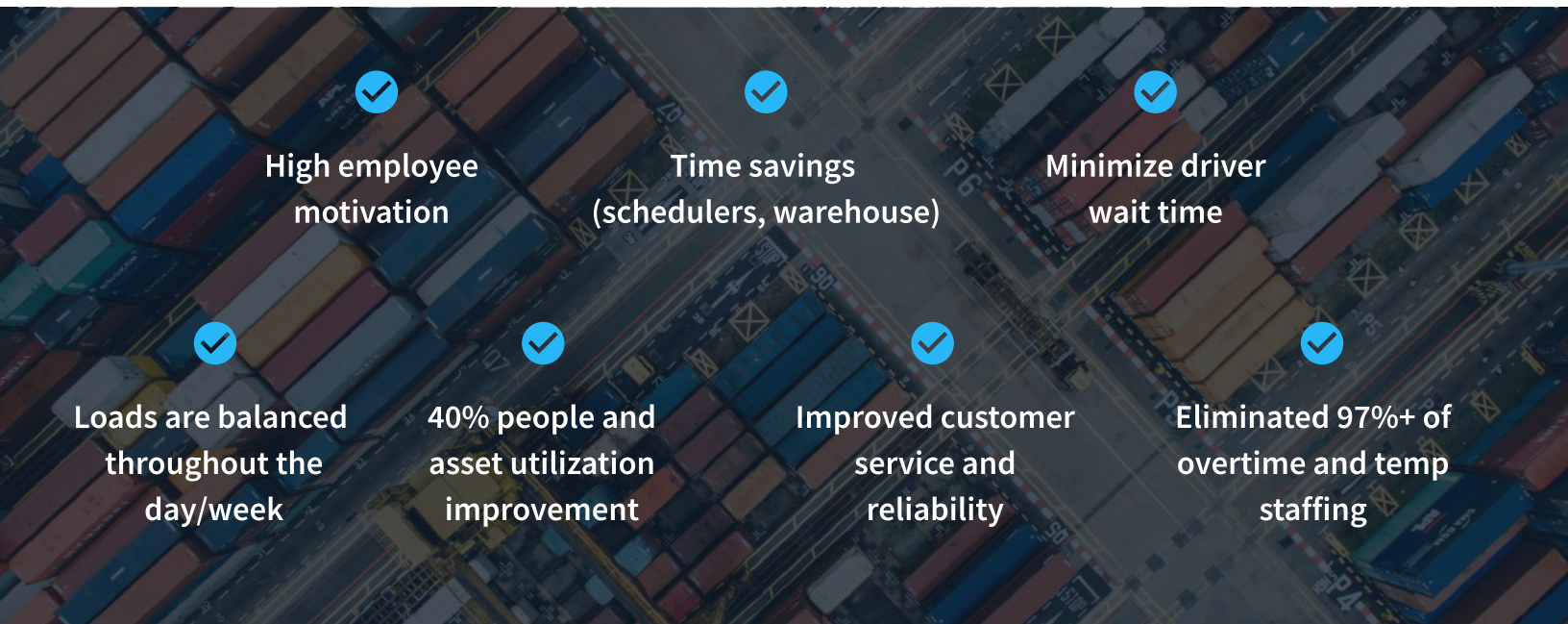


Solution And Results

By moving to Velostics, Quetico has enabled its customers and carriers to schedule appointments directly using Velostics' consumer-grade, simple and user-friendly interface. The company has visibility into incoming loads across customers, enabling them to balance loads to optimize equipment, staffing levels, and associated costs, all while leveraging Velostics's industry-leading facilities management engine to automate business workflow and enforce logistics and capacity constraints.

The new Velostics-powered process integrates well with the company's warehouse processes to create a unified workflow - providing end-to-end visibility into every facet of the warehouse operation via easy to read and share dashboards. The integrated analytics module provides mission-critical data, identifying key opportunities for operational improvements, logistics and freight cost reduction, and customer order risk elimination, turning Quetico facilities into the warehouse of choice.

- ✔ Comprehensive view of all receiving and shipping appointments.
- ✔ Consumer-grade, simple, user friendly to use.
- ✔ Customers and carriers schedule their own appointments within constraints set by Quetico onsite teams.
- ✔ Quick and easy to deploy and manage, go-live within days with enterprise-level functionality.
- ✔ Business-critical insights drive executive decision making.
- ✔ Partner not just another vendor.



✔
High employee motivation

✔
Time savings (schedulers, warehouse)

✔
Minimize driver wait time

✔
Loads are balanced throughout the day/week

✔
40% people and asset utilization improvement

✔
Improved customer service and reliability

✔
Eliminated 97%+ of overtime and temp staffing