



CHILL-CHAIN

Customer case study

Chill-Chain: Licence and Managed Services

Our software has two main products that can operate separately but when combined create powerful technology that can revolutionise how supply chains are managed

Managed Services: drives competitive pricing on ad-hoc and contracted logistics with access to a network of over 400 fleets in the UK and Europe

Chill-Chain licence: gives complete visibility to engineer entire supply chains and enact change

- Pricing matrix to allow benchmarking of all current and future contracted lanes
- Elimination of tedious admin tasks and calculations that are open to human error
- Real time reporting and data dashboards to understand spend at any given time
- Data insights into all logistics spend across the whole business

Customer summary

- Our customer is the leading provider of fresh prepared food in the UK and supply all major retailers from 15 manufacturing sites distributed across the UK.
- The transport of inbound materials and outbound finished goods is a large and complex operation, costing many millions of pounds per year.
- Chill-Chain worked with the customer to help provide insight and transparency into their logistics operations, to highlight opportunities to improve efficiencies and make savings in their transport spend.

Opportunities to increase efficiency



At a managerial level:

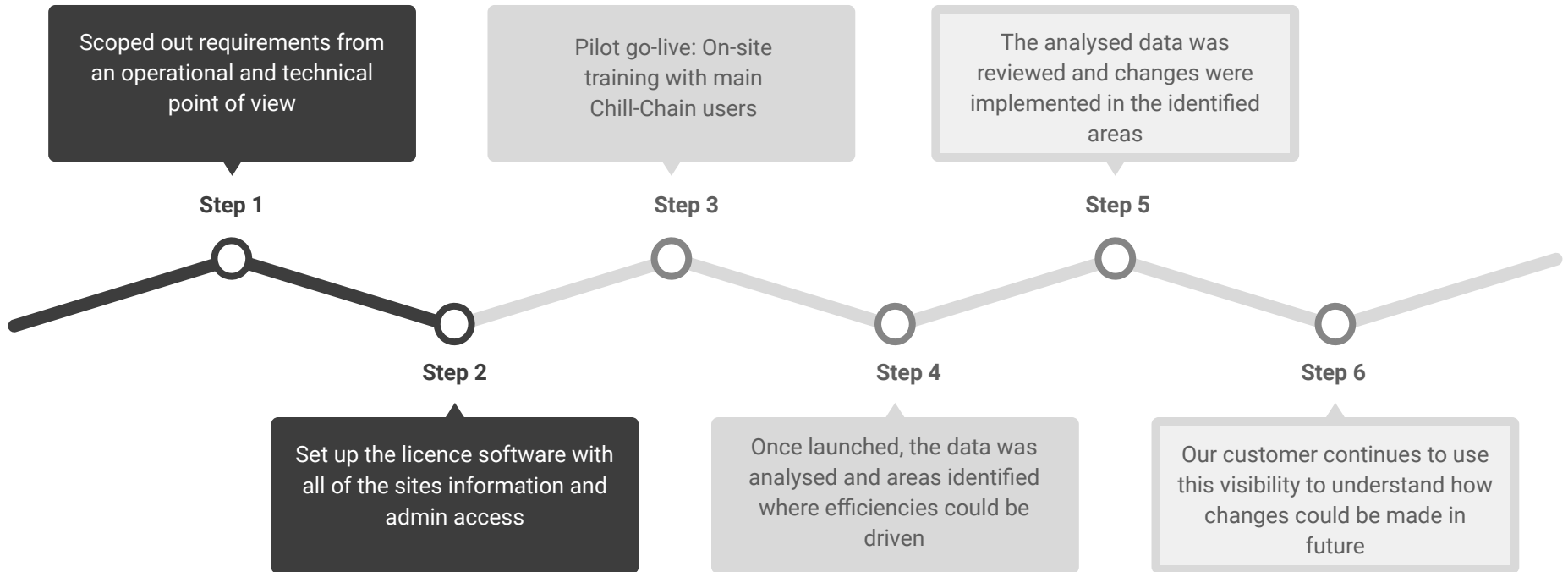
- Senior stakeholders were looking to increase their visibility of what was happening at a production and despatch level to identify more efficient ways of working
- Opportunities were identified to make savings through consolidation, however more accurate data was required to do this.
- Using Chill-Chain to benchmark allowed for cost analysis exercises to be performed to identify where lane savings could be made








At an operational level:

- Logistics managers were looking for technology to accurately track what they were spending and where, as well as what actually happened on the day vs what was planned.
- Through improving data governance, there were opportunities to improve processes and align different teams within the business from Despatch to Finance.
- The Chill-Chain software could streamline operations and reduce task duplications to better utilise available staff resources.

Implementation process



Features utilised

	CSV uploader	<ul style="list-style-type: none">• Reduced duplication of admin tasks• Upload all jobs with one simple upload
	Check in /Check out	<ul style="list-style-type: none">• Allowed for visibility of all vehicles entering and leaving the site• Gave visibility of turn around time and sites operation efficiency
	WMS uploader	<ul style="list-style-type: none">• Automatic reconciliation of what was planned vs what was shipped• Eliminated manual reporting tasks
	Live dashboard and reports	<ul style="list-style-type: none">• Real time updates of performance over given period of time• Automatic reporting replaced previously manual reports
	Managed Services	<ul style="list-style-type: none">• Used to cover short-notice, last-minute loads at a lower cost• Providing access to a larger network of hauliers across the UK

Savings identified

Load fill

8%

- Increasing the number of pallets on trucks
- Maximising and utilising total group scale

Procurement

4%

- Benchmark prices against Chill-Chain Managed Services data
- Review of Managed Services opportunities

Margins

4%

- Understand the benefits of the primary network and its margins
- Look at subcontracting opportunities and margins applied to this

Ways of working

3%

- Improving accuracy of data and data governance
- Savings identified in the way pallets are planned vs what is loaded
- Streamlined processes and reducing internal failures



19% savings on annual transport spend

Intangible savings

Efficiencies Gained



- Streamlined operation and financial processes
- Downloadable reports and data replacing manual processes

Time Savings



- Reduction in the number of people needed to manually input data and check for errors
- Improving systems can reduce headcount at sites

Understanding Emission



- The data collected from all recorded journeys helps understand emissions
- Opportunities are identified to decrease unnecessary journeys, to reduce mileage and therefore CO2 emissions

Data to Drive Decisions



- Data allowed the client to evaluate and improve their ways of working and act upon cost-saving opportunities, whilst also providing complete visibility of all vehicles and movements



Conclusion

A Chill-Chain licence provided our customer with greater visibility into its supply chain.

Opportunities were identified as to how they can improve efficiency within its supply chain through;

- Reduced transportation costs
- Improved load fill
- Streamlining ways of working
- Automating manual processes

These opportunities can be quantified in £ savings as well as in reduced CO2 emissions.

