

FROM MANUAL GATE SHACKS TO FULL YARD VISIBILITY: HOW ONE FOOD MANUFACTURER ELIMINATED CLAIMS AND AVOIDED \$500K IN HIRING COSTS WITH SMARTGATE

ABOUT THE CUSTOMER

A large-scale frozen food manufacturer with approximately 8,500 employees and roughly \$3 billion in annual revenue operating a multi-building distribution campus.

THE CHALLENGE

Gate operations were entirely manual across three eight-hour shifts with up to four staff per shift. When the company opened an additional 40,000 square foot freezer building, leadership planned to hire six additional gate personnel to cover nights and weekends.

KEY PROBLEMS

- No automated tracking
- No photographic documentation
- High volume of damage claims
- A claims review process requiring on-site presence in a difficult hiring market
- Staff standing outside in all weather conditions
- No real-time yard visibility

THE SOLUTION

SmartGate automated gate check-in entirely, capturing photographic and timestamped documentation of every truck and load at arrival and departure and providing real-time yard visibility across the facility.

THE RESULTS

Gate operations fully automated across all shifts, eliminating manual tracking entirely | Every truck and load documented with timestamped photos at arrival and departure | Damage claims dropped by more than 95% | The claims team, based remotely in another state, now resolves everything using SmartGate photos with no on-site presence needed | Staff are no longer standing outside in the elements | Real-time yard visibility across the entire facility, 24/7



95%

drop in damage claims



24/7

Real-time yard visibility across the entire facility



\$500K

avoided in annual labor costs (six planned gate hires were never made)



\$700K

total annual savings

See how SmartGate can eliminate manual gate operations, reduce claims exposure, and avoid incremental labor costs at your facility.

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