OPENDOCK™ | CRESCENT CROWN DISTRIBUTING

CRESCENT CROWN DISTRIBUTING REDUCED OVERTIME LABOR, SAVING UP TO $50K ANNUALLY IN PAYROLL WITH OPENDOCK

CUSTOMER CASE STUDY

THE CHALLENGE

Crescent Crown Distributing faced constant delivery challenges at their Phoenix warehouse. All appointments were booked first come first serve with no appointment times resulting in frequent back-ups and long lines stretching outside the facility.

As a weekday-only operation, Monday mornings would become challenging with up to 45 trucks attempting to deliver simultaneously with a limited amount of dock doors available for unloading.

GOAL

Improve the delivery process at the Crescent Crown Phoenix warehouse for more efficient labor management, reduced driver wait time, and maximizing available dock doors without increasing headcount.

SOLUTION

Implement dock scheduling software to better manage the warehouse with online scheduling, allowing carriers to book their own delivery appointments through the Opendock website.

The Crescent Crown Phoenix warehouse now requires all carriers to schedule delivery times. Opendock configured their system to allow a maximum of five simultaneous deliveries based on their available dock doors and unloading teams.

RESULTS

Booking appointments online is easy for most drivers and dispatchers to learn and use. Scheduling has improved on-site operations and significantly reduced overtime hours, **saving between $25-50k annually in payroll**. Crescent Crown has also seen a significant **reduction in detention fees** as carriers are no longer waiting in lines and are typically able to be unloaded immediately upon their scheduled time. This has also **improved the driver experience** for their dedicated carriers.

> Opendock is the **single best change we've made** in many, many years.
>
> Warehouse Manager at Crescent Crown Distribution

ABOUT OPENDOCK

Opendock is an appointment scheduling and online booking software built specifically for warehouses. Our software is a SaaS product with convenient monthly subscriptions servicing an individual warehouse location to an enterprise with hundreds of warehouse locations. Our commitment to customers and constant evolution has made us the vendor of choice for more than 50 companies of the Fortune 500.

WAREHOUSE QUESTIONS

Are you a warehouse or distribution center leader looking to learn more about an Opendock scheduling solution?

CARRIER QUESTIONS

Are you a carrier or independent owner/operator looking to book shipments with a warehouse using Opendock?

SCHEDULE A DEMO HERE

Learn More About Opendock