

Marigolds & Onions

Keeps Time-Critical Deliveries On Schedule
with Aptean Routing & Scheduling

Industry

Food Distribution Services

Challenges

- » Manual & complex planning processes
- » Limited visibility and control of transportation operation
- » Operating tight delivery schedules to meet customer expectations

Benefits

- » Reduced fuel usage by 7-9%, resulting in savings of \$3k-\$5k per month
- » Increased visibility of accurate delivery and collection status
- » Simplified planning time
- » Reduced delivery labor by 20%, saving \$15k per month



Marigolds & Onions is one of the principal catering and event planning businesses in Toronto, catering for corporate, social and major sporting events all over the Greater Toronto Area.

While a manual planning process initially worked well for the company, the growth in demand for its catering services meant that Marigolds & Onions needed an automated planning solution to help it continue to deliver a truly outstanding customer experience, every time. Following a review of the options available in the marketplace, the team chose Aptean's Routing & Scheduling *Paragon Edition* software by Aptean's Street Level Mapping module.

Tight delivery windows

On a typical day, a fleet of 10 vans delivers freshly prepared food and beverages to a large number of customers who all require deliveries within a 15-minute window.

"Timing is of paramount importance to our business. The food needs to be delivered within very tight delivery windows and within a designated period of time after it has been cooked, irrespective of how many meals we are preparing that day," explains John Valente, Owner, Marigolds & Onions. "If an order is late, even by five minutes, the delivery has failed, because the order did not arrive within the agreed time."



It was important that the routing and scheduling software that Marigolds & Onions chose was not only able to generate feasible and efficient routes for the drivers but could also ensure all contracted delivery times were met.


During the implementation process, the Aptean support team helped ensure that details such as the actual time spent at each client location were entered into the system, helping drivers to complete all deliveries within the required windows, without increasing transportation costs.

“The Aptean team spent a lot of time understanding our business requirements. They were clearly committed to delivering the best solution for our business and our customers. The sales consultant went above and beyond to make sure we had everything we needed during the buying process. The same approach to service continued when we worked with the implementation and support team.”

The addition of the Street Level Mapping module further refined the accuracy of the transportation plan ensuring that the correct driving time was allocated for each route through the dense urban area where the majority of Marigolds & Onions’ corporate clients are located.

Demanding project management timescales

Delivering fresh and unique food on time is critical to the service ethos at Marigolds & Onions. Never is this more important than when they are catering for the Rogers Cup Tennis Tournament in August each year, where the company is contracted to serve more than 150,000 people in one week.



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John Valente, Owner, Marigolds & Onions

The decision was made to adopt the Aptean Routing & Scheduling *Paragon Edition* solution. “We thought timescales were ambitious to implement the routing and scheduling system ahead of the Rogers Cup,” explains Max Serafini, IT Manager, Marigolds & Onions. “However, Aptean really pulled out all the stops, managing tight deadlines and demonstrating excellent project management skills throughout the implementation and go-live process to make sure we met the ambitious project timelines.”

Improved planning

Replacing the previous manual process with Aptean Routing & Scheduling has reduced the time needed for planning. It has also provided visibility and control over the transportation operation which has freed up the Marigolds & Onions team to focus on delivering the high levels of customer service that the company prides itself on. The solution covers both deliveries and collections, which Marigolds & Onions had previously found difficult to manage when it was manually planning, especially during busy periods.

“The control we now have over our delivery service is vital when we are catering for large events,” says Valente. “Before we deployed Aptean Routing & Scheduling we were dependent upon one individual’s knowledge but now, having had their training, pretty much anybody in the team can do it. We have really noticed the difference during the Rogers Cup. Aptean Routing & Scheduling frees up our team to focus on the complex logistics of delivering the event while giving us the confidence that we are going to meet all of the delivery promises we have made to our regular customers.”

Cost savings

In addition to automating the planning process, the implementation of Aptean Routing & Scheduling software has allowed Marigolds & Onions to increase the number of deliveries completed on each route, resulting in fuel reductions of 7-9% and savings of \$3k-\$5k per month. With more efficient delivery planning, Marigolds & Onions has also been able to reduce delivery labor costs by \$15k per month and cut the use of third-party couriers by 50%.

“Automating our delivery process has been a dream for years,” concludes Valente. “In less than 6 months, we are benefiting from reduced operating costs, a simplified planning process and improved visibility of all our deliveries and collections.

The commitment the Aptean team invested in making the implementation go as smoothly and quickly as possible far exceeded our expectations.”



Are You Ready to Learn More?

Interested to see how Aptean Routing & Scheduling can help improve your transportation operation?

Contact us at info@aptean.com or visit www.aptean.com.



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