Technology Consulting
CASE STUDY

How capSpire helped one of America's most well-known, vertically integrated c-stores create a business and IT landscape that provides better data visibility

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01 THE ASSIGNMENT

The client asked capSpire to:

▶ Identify and recommend an overall technology solution to better manage its fuel and grocery transportation supply chain, including routing and dispatch, fleet maintenance, electronic logging devices, trailer tracking, and trailer temperature tracking.

▶ Create a system architecture to address business needs.

▶ Enable multiple systems to interface seamlessly.

▶ Improve data visibility, analytics, and forecasting capabilities.

02 THE PROBLEM

The client had disconnected and outdated technology solutions across its fuel and grocery transportation supply chain. The client needed better automation of its workflow, solutions tailored to the unique business and, most importantly, better access to and its data to generate actionable intelligence.

As a result of current technology limitations, the company acknowledged many process inefficiencies. Namely, employees were performing tasks manually that sophisticated systems could perform on an automated basis, with less potential for error. An example: the existing reporting and analysis process consisted of personnel manually pulling information from the existing system and inserting it into spreadsheets.

02   THE PROBLEM CONTINUED

Compounding the problem was that there was excessive verbal and written communication that had to take place among personnel during the course of the work day. For example, everything was communicated between drivers and dispatchers via phone and email daily.

▶ Drivers had no efficient means of receiving information about updates or additions to their loads. With phone calls being a primary means of communication, it was common for drivers to miss these notifications. If a driver missed new information about their load and had to turn back, critical time would be wasted.

▶ Drivers had limited visibility into inspection information. They couldn't easily find out what was reported but not repaired, therefore wasting more time if the driver had to report or call the repair shop.

▶ Drivers had to handle voluminous physical paperwork, including delivery tickets.

In general and across the supply chain, the company wanted to make its team members' days less complicated.

03   THE GOAL

The company sought to improve/implement:

▶ Lower cost-per-mile metrics across the fleet

▶ Automated driver scorecarding

▶ Easier facilitation of the DVIR process

▶ Visibility into the supply chain and operations

▶ Automated workflows and business processes

▶ Better integration between technology solutions

▶ Data collection and accuracy

▶ Additional analytics and key performance indicators

▶ Better forecasting of asset and driver availability

04   THE SOLUTION

As a trusted partner in system selection, integration and digital solutions, capSpire guided the client through the process of assessing their options in the marketplace and gaining a truthful picture of what vendors can offer.

▶ For the first few weeks, the capSpire team spent their time on-site understanding current processes, identifying pain points and areas of improvement, and gathering requirements from each team.

▶ The capSpire team consolidated all this information into a request for proposal (RFP). From a long list of potential vendors, capSpire determined which ones could best fulfill client requirements.

▶ capSpire next recommended a shortlist of vendors to progress to an interactive demo in which vendors walked through their solution and demonstrated how it would accommodate the company's requirements. Vendors were scored on this information, as well as other factors, including the total cost of ownership. From this information, the client selected vendors.

▶ Last, capSpire provided a roadmap to help the client navigate the phased rollout of implementing a new system and upgrading two others.

05 THE BENEFITS

+ GAINED A LONG-TERM PARTNER WITH AN IN-DEPTH UNDERSTANDING OF BOTH THE COMPANY'S CONVENIENCE STORE AND FUEL BUSINESS, AS WELL AS THE TECHNOLOGY SUPPORTING POTENTIAL SYSTEMS

+ WAS ABLE TO OUTSOURCE THE BURDEN AND COMPLEXITY OF SELECTING SYSTEMS TO A TECHNOLOGY EXPERT AND FOCUS ON THE CORE BUSINESS

+ OBTAINED AN ACCURATE PICTURE OF VENDOR CAPABILITIES AND LIMITATIONS

+ EMPOWERED TO MAKE AN IMPACTFUL DECISION QUICKLY BASED ON SIMPLIFIED, WELL-RESEARCHED INFORMATION

+ ACQUIRED CONFIDENCE THAT THE IMPLEMENTED SYSTEM WILL FUNCTION AS ENVISIONED AND WILL DELIVER THE EXPECTED RETURN ON INVESTMENT

+ RECEIVED A SYSTEM INTEGRATION ROADMAP

+ OTHER ANTICIPATED BENEFITS UPON SYSTEM IMPLEMENTATION:

  ▶ More efficient daily workflow

  ▶ Reduced manual effort across the supply chain

  ▶ Optimization for dispatch and routing

  ▶ Capability to capture more complete data and to leverage this information to predict future conditions and make better business decisions

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