



CASE STUDY

RETAIL | TRANSPORTATION & INSTALLATION

A leading player in the variety retail industry recently embarked on a mission to enhance the efficiency and sustainability of its operations. As part of this initiative, the company sought to upgrade the refrigeration units across its stores to improve energy efficiency, reduce environmental impact, and ensure the freshness of perishable goods. This case study delves into the process of transporting and installing the new refrigeration units to hundreds of stores around the country.

Challenges:

1. **Diverse Store Layouts and Entrances:** This retail chain operates stores with varying layouts, posing a challenge for standardizing the installation process.
2. **Minimizing Downtime:** To avoid disruptions to store operations, it was crucial to minimize the downtime during the installation process.
3. **Space Accessibility:** Many stores had unique entrances, creating difficulties in fitting the units through the doorways. Additionally, multiple trades were scheduled for service on the same day, causing space constraints inside the stores.
4. **Logistical Complexities:** Coordinating the transportation and offloading of large, heavy refrigeration units from the manufacturers to multiple store locations across the country required meticulous planning.



Strategy:

1. **Customized Installation Plan:** Our team assessed each store's layout to create a customized installation plan for the refrigeration units. This involved detailed site studies to minimize disruptions during the process.
2. **Seamless Logistics:** An advanced routing system was implemented to ensure the timely delivery of refrigeration units to each store. Coordination among the manufacturer, drivers, rollback companies, and installation teams was streamlined to prevent delays.
3. **Green Disposal Practices:** To reduce waste, a plan was designed to return the large skids used to safely move the refrigeration units to the manufacturer's warehouse for reuse, saving the customer thousands of dollars in material costs and cutting back on energy use and landfill waste.
4. **Employee Training:** Our installation crews were provided with comprehensive training to familiarize them with the new refrigeration units. This minimized the learning curve and reduced the chances of operational disruptions.

Implementation:

1. **Pilot Program:** A pilot program was conducted in a select number of stores where we sent additional crews at our own cost to fine-tune the installation process. This allowed the team to identify and address common challenges to reduce time on site.
2. **Real-time Monitoring:** Advanced tracking systems were employed to monitor the transportation process in real-time. This allowed for quick intervention in case of any logistical issues and ensured the timely arrival of refrigeration units at each store.
3. **Collaboration with Manufacturers:** Close collaboration with the refrigeration unit manufacturer helped in addressing specific requirements for each store. This collaboration also facilitated the provision of on-site support during the installation process.

Results:

1. **Reduced Downtime:** The ongoing training and meticulous coordination resulted in reducing downtime for each store throughout the project, ensuring uninterrupted business operations.
2. **Satisfied Store Managers:** The collaboration between the manufacturer, transportation, installation teams and store managers received positive feedback, with store managers expressing satisfaction with the efficient and tailored approach.
3. **Environmental Responsibility:** The innovative solution of reusing the skids, awarded us the 2023 Sustainability Partner of the Year from the Manufacturer for saving thousands of dollars and contributing to the commitment to environmental responsibility.

Conclusion: The successful transportation and installation of refrigeration units served as a model for future upgrades across the nationwide network of over 19,000 stores for this particular retailer. By addressing the unique challenges posed by diverse store layouts, onsite obstacles with entrances and various trades, and prioritizing sustainability, this Retail Chain has not only improved operational efficiency but has also demonstrated its commitment to environmental stewardship in the retail industry.

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