

The Challenges

- ✓ Customer sought a dedicated, branded delivery program with uniformed drivers that didn't require extensive oversight.
- ✓ During the pandemic and afterwards, last mile delivery routes shifted drastically between B2B and D2C, and delivery networks had to adapt rapidly to keep up.
- ✓ To maintain their competitive edge of stellar customer satisfaction, the retailer required better service visibility and execution compared to traditional courier models.
- ✓ Scalability and operational stability were critical to capitalize on the company's growth and regional expansion.
- ✓ The company sought a hybrid delivery model that would allow them the branding and control of a private fleet with the cost efficiency of a courier network.



Customer Profile

One of the largest office supply retailers in the U.S., with high-volume B2B and D2C parcel deliveries across a vast distribution network requiring speed, reliability, and efficiency.

Capstone Solution



Customer sought a dedicated, branded delivery program with uniformed drivers that didn't require extensive oversight



Technology and visibility: item-level tracking from receipt to delivery, chain of custody scanning, proof of delivery, and geo-coded tracking



Flexible fleet profile with full control but no maintenance: sprinter vans, cargo vans, and box trucks



Additional cross-dock services including unloading and sortation for third-party delivery providers (e.g., DoorDash, Instacart)



Processing of dunnage returns



Handling of returns and reverse logistics

Schedule a meeting to discuss how Capstone can help your cross-docking and delivery needs.

P: 770-414-1929

marketing@capstonelogistics.com





Benefits for Our Partner

- + Enhanced customer experience with improved branding, visibility, and reliability
- + Seamless network migration through COVID and post-pandemic shifts in B2B/D2C volume with minimal disruption
- + Stabilized cost structure for last-mile delivery
- + Improved operational efficiency and scalability, empowering the company to focus on regional and national expansion
- + Reduced liability and risk through Capstone's managed solution
- + Freed internal resources to focus on core business functions

Our Partnership

- ✓ Providing warehouse management and last mile services for over 10 years
- ✓ 11 dedicated, same-day delivery service facilities under Capstone management
- ✓ 365 daily routes, 70K parcels per day
- ✓ Five new facilities opened since 2022 to expand capabilities
- ✓ Capstone manages the client's external 3PL network at the cross-dock facilities under our management



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Results



20% increase
in driver efficiency through
pay-for-performance



365
daily routes calculated



75K
daily parcels delivered



Reduced Claim Rates
consistently and below partner
expectations



OTP
consistently exceeding
partner's set KPIs

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