

# **Last Mile Distribution**

Cost Efficiency, Improved Service Visibility, Scalable Last-Mile Solutions

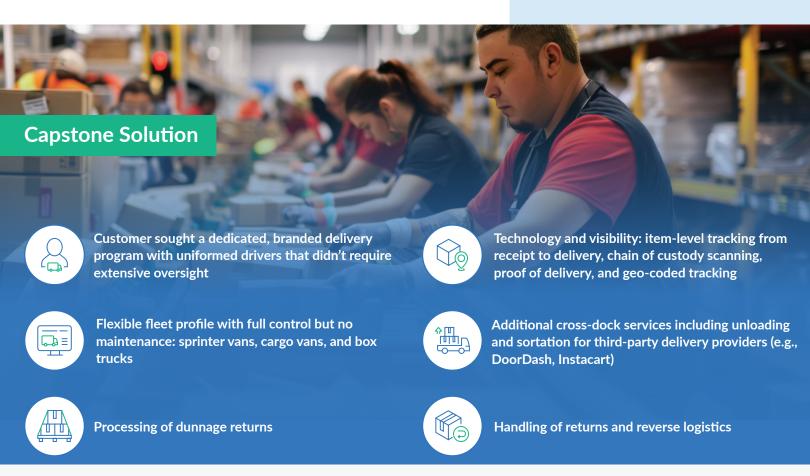
# The Challenges

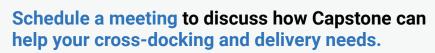
- Customer sought a dedicated, branded delivery program with uniformed drivers that didn't require extensive oversight.
- During the pandemic and afterwards, last mile delivery routes shifted drastically between B2B and D2C, and delivery networks had to adapt rapidly to keep up.
- ✓ To maintain their 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.





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#### **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 lastmile 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



### **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

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

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