

# Identifying savings and growth opportunities

In home delivery, every delayed shipment or missed tracking update means tough emails and phone calls to the shipping department, customer service, and sales — and that only creates **more** follow-up actions.

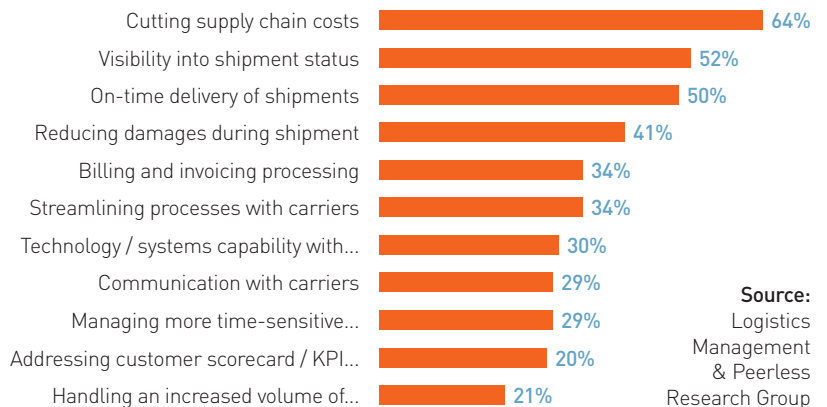
When the challenges appear, even invoice audits become difficult, as every department loses both time and money. More importantly, customer perception is negatively impacted.

## TURN BARRIERS INTO OPPORTUNITIES

Time spent reacting to disruptions is time **not** spent growing customer relationships. It's also difficult to measure the impact of potential sales that are lost from the posting of negative feedback.

More than 100 executives said their top impacts to customer success include the items in the chart to the right.

However, these pain points are now viewed as **opportunity** by high-growth home delivery brands and distributors. Collaboration and visibility saves time, improves customer relations, and grows margin where shown below.



## IMPACT TO OPERATIONS, SALES, CUSTOMER SERVICE, AND FINANCE

It's easy to find a shipping rate, but it only reveals a portion of the total cost. It can be more difficult to see processes and customer impacts that really consume time and create stress. Similar to buying bread, milk, or even a car, the "cheapest" option is often the most expensive.

**IF YOU COULD RE-GAIN 5% OF WEEKLY TIME, HOW WOULD THAT BENEFIT YOU, YOUR TEAM, CUSTOMERS, OR THE BOTTOM LINE?**

Consider how many hours per are spent in:

How many hours are spent in...?	Weekly	Improve	Saved	Annual
Managing manual quotes and RFPs	2.0	5%	0.1	5.2
Managing tracking for customers or internal	3.0	5%	0.2	7.8
Reacting to on-time performance disruptions	4.0	5%	0.2	10.4
Reacting to damage concerns	2.0	5%	0.1	5.2
Processing billing and invoicing	1.0	5%	0.1	2.6
Managing processes with carriers	2.0	5%	0.1	5.2
Working around systems limitations	1.0	5%	0.1	2.6
Communicating with carriers	1.0	5%	0.1	2.6
Managing time sensitive limitations	1.0	5%	0.1	2.6
Addressing scorecard or KPI challenges	2.0	5%	0.1	5.2
Managing increased volumes more strategically	1.0	5%	0.1	2.6

### ANNUAL SAVINGS (in hours)

Year 1	Year 2	Year 3
52.0	54.6	57.3