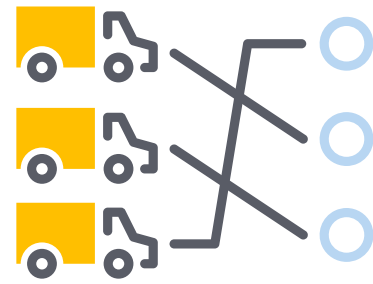




McLane Uses Appian from Trimble MAPS to Successfully Navigate Demand Shifts During the Pandemic



OVERVIEW

Operating over 80 distribution centers and one of the nation's largest private fleets, McLane Company, Inc., a supply chain services leader, provides grocery and foodservice solutions for convenience stores, merchants, drug stores and restaurants throughout the U.S. McLane uses Appian vehicle routing and scheduling software to streamline and optimize dynamic delivery workflows.

“ We took what excess capacity we had and applied it to areas that needed help, like the grocery chains, to keep our teammates and equipment utilized. ”

-Jim VonAchen
Director of Transportation Support at McLane

THE CHALLENGE

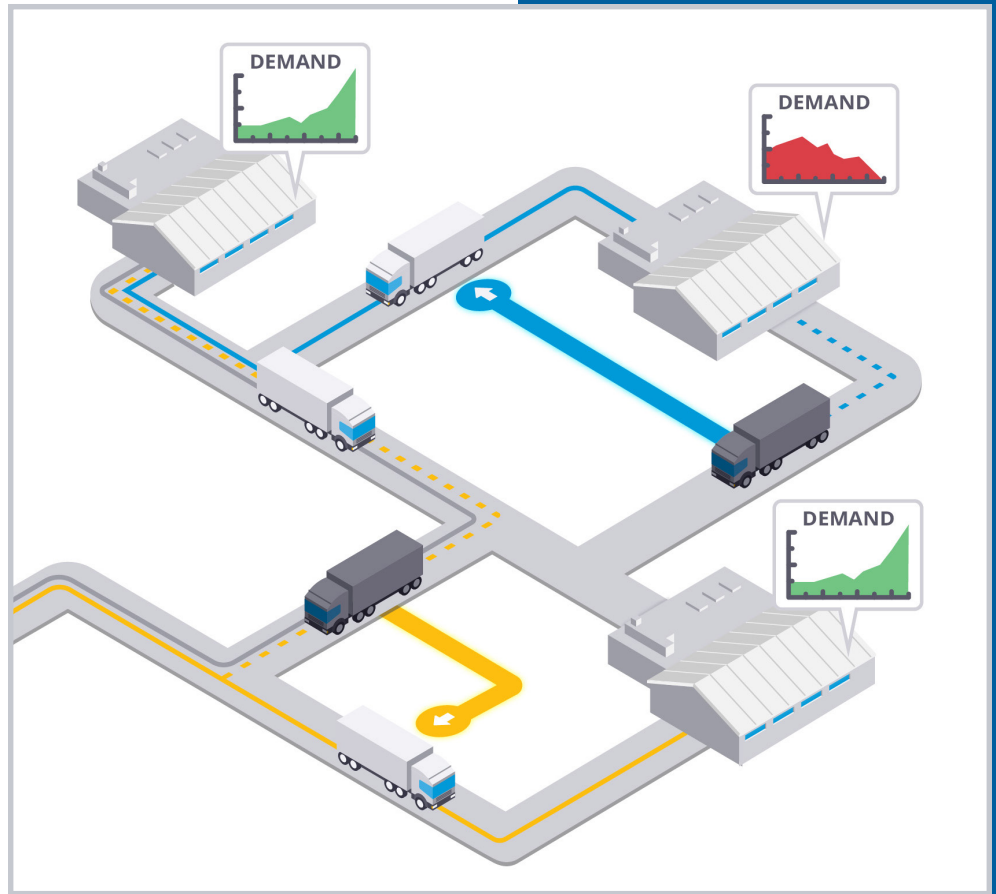
Dramatic changes in demand patterns require more flexible route options.

The COVID-19 pandemic affected the businesses McLane serves in dramatically different ways. Casual dining restaurant orders fell precipitously, and many restaurants have struggled to make a comeback with limited outdoor and indoor options. Fast-food restaurants that were already set up to handle drive-thru business and quick takeout orders are thriving. Volume for some grocery outlets initially skyrocketed as customers stocked up on goods for their homes. A several month decrease in volume followed that initial increase. The Grocery business experienced a gradual increase in volume during the second half of 2020. New demand patterns required more flexible route options from McLane based on capacity and order volume.

THE SOLUTION

Appian helps McLane operate more efficiently.

McLane's grocery and foodservice divisions were ready to meet the challenge; the company had upgraded its routing tools with Appian software, integrated through their TMS. Managing demand changes for 46 foodservice and 24 grocery distribution centers, McLane's analyst teams used Appian to constrict routes when volume declined and use its vehicle routing and scheduling tools to create more efficient routes and respond with greater flexibility when order volume surged. McLane was able to shift gears seamlessly to serve customers during the pandemic.



THE RESULTS

McLane analysts reduced miles, balanced fleet usage, and saved time and money.

By reworking and building new master schedules for the distribution centers, McLane analysts were able to reduce miles and balance fleet

usage to perform the same tasks with fewer assets. The McLane team gained significant savings from parking fleets, but as capacity was reduced in response to volume changes, they were also able to optimize routes, reducing the miles required to make all deliveries with fewer dispatches.

“ Some decisions that would typically take weeks to finalize were made in days and sometimes hours. ”

—Jim VonAchen
Director of Transportation Support at McLane



Let our Solution Engineers help you uncover areas of opportunity for improved operations, controlling spend, and providing superior customer service.

GET A COMPLEMENTARY ROUTING ANALYSIS

maps.trimble.com/appian