



Benjamin Moore Brushes up Productivity, Increasing On-Time Deliveries from 55% To 99%

The Company

Benjamin Moore, the well-known 130-year old paint manufacturer, thrives due to their total commitment to producing a superior product. Quality runs deep through every product stage, from paint manufacturing to the last step in the distribution process. Well-designed processes and timing eliminate product separation that can occur due to temperature fluctuations and long periods of stagnation. Meeting this incredible standard sets the company apart and allows them to charge a premium price. It also requires that all paint produced leaves the manufacturing facility the same day. And on time delivery was a tall order the team struggled to meet.

"Before we started using Field Force Manager, we were making approximately 55% of our deliveries on time. Since using the solution, our on-time delivery rate almost doubled. Now 99% of our deliveries arrive on time."

Clyde R. Brathwaite, Transportation Manager, Benjamin Moore



Tracking and Reducing Delivery Time Were Critical Challenges

Benjamin Moore ensures next day delivery to their 4,500 retail outlets across the United States via their fleet of 120 trucks. Managing the logistics of a high-volume business across 15 distribution centers requires extensive coordination between customer service agents, drivers, and other personnel.

The biggest challenges for Benjamin Moore before implementing Field Force Manager were tracking delivery times, addressing disputed delivery concerns from retailers, and optimizing resources. The results were unpredictable delivery schedules leading to many customer complaints. Field Force Manager changed that.

Productivity Doubles While Eliminating Delivery Disputes

Before selecting Field Force Manager, Benjamin Moore evaluated several vendors that offered tracking software. However, Field Force Manager was the clear choice. Not only did the solution offer all the capabilities they sought, but the system was up and running within one week.

Using mobile devices with the Field Force Manager app, Benjamin Moore delivery specialist locations are automatically tracked throughout their routes.

"The number of calls going into our distribution center were pulling people away from important tasks to answer calls. Electronic delivery confirmation has eliminated the complaints completely."

Clyde R. Brathwaite

Operational Efficiencies with Field Force Manager

Using Field Force Manager capabilities has greatly improved operational efficiencies at Benjamin Moore, reducing customer service calls and driver costs while increasing on-time deliveries.

Benefits

- ✓ Delivery dispute calls into each distribution centers went from 20-25 per day to zero
- ✓ Reduced driver overtime through more efficient scheduling led to considerable cost savings
- ✓ Increased on-time deliveries from 55% to 99%

"Don't wait, go ahead and use it, at first our team had tempered excitement, but now they can't live without it."

Clyde R. Brathwaite



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