

# GoBolt Improves Inbound Receiving Efficiency by 20% with Opendock

## CUSTOMER CASE STUDY



### COMPANY OVERVIEW

**GoBolt** is building the world's largest sustainable supply chain network, providing fulfillment, big & bulky, and parcel delivery for brands across the U.S. and Canada. The company is committed to sustainability, with over 40% of its deliveries completed using electric vehicles. The company serves mid-size and enterprise retailers such as IKEA, Holt Renfrew, and Best Buy, operating multiple locations across Canada (Vancouver, Toronto, Ottawa, Calgary, Montreal) and the U.S. (New York, Miami, Atlanta, Houston, Los Angeles).



### THE CHALLENGE

Prior to implementing **Opendock**, GoBolt managed dock scheduling manually using Google Forms and Google Sheets. This process presented several inefficiencies:

- Lack of customer adoption made it difficult to enforce the scheduling process.
- Trailers frequently arrived at docks without appointments, creating congestion.
- Internal teams struggled to manage scheduling effectively, leading to inefficiencies in trailer dwell time and dock-to-stock operations.

As GoBolt continued to scale, the company sought a solution that would improve appointment adherence, simplify inbound logistics, and enhance overall dock efficiency.

Katrina Besario, the Implementations & Solutions Engineer at GoBolt, said, “We struggled to enforce the usage of Google Forms with our customers and struggled with internal adoption. This led to trailers showing up at our dock without appointments.”



### FINDING THE RIGHT SOLUTION

GoBolt first learned about Opendock through another 3PL that was successfully using the tool in their inbound process. After evaluating its capabilities, GoBolt recognized Opendock's potential to simplify and enhance its dock scheduling operations.

“Implementation was smooth. Opendock assigned a Customer Success Manager to our account and provided us with best practices to ensure a rapid rollout!” said Besario.

She added, “Opendock allows our inbound team to forecast inbound volume days and weeks in advance, improving labor planning. Our Account Managers are now confident in educating customers on how inbound appointments are created via Opendock.”

## KEY BENEFITS & RESULTS

Among the most valuable features of Opendock for GoBolt are:



### APPOINTMENT SCHEDULING

Ensures that trailers arrive at designated times, reducing congestion and delays.



### IMPROVED FORECASTING

Enables better control over inbound volume and workforce allocation. **The team improved inbound receiving efficiency by 20%**, helping them better match labor to demand.



### ENHANCED CARRIER COORDINATION

Helps merchants seamlessly schedule deliveries, improving overall efficiency. **The team also saved 10-15 hours per week** in administrative work previously spent on phone and email coordination.

## Since implementing Opendock, GoBolt has seen measurable improvements in:

Appointment adherence

Trailer dwell time

Inbound dock-to-stock time

Labor cost savings due to better workforce planning



*“GoBolt exists to simplify logistics, and Opendock helps us achieve that for inbound appointments. Merchants know that sending inventory to our fulfillment centers will be smooth, and we work to ensure their inbound process continues to be exceptional.”*

**- Katrina Besario, Implementations & Solutions Engineer at GoBolt**

## LOOKING AHEAD

With the success of implementation and continued use, GoBolt sees Opendock in its long-term logistics strategy.

When asked whether she would recommend Opendock to other companies, Besario was clear: *“I would recommend Opendock to any company managing dock appointments as it has simplified our inbound appointment process with our customers.”*

As GoBolt expands its supply chain network with a focus on reducing environmental impact, Opendock remains essential to improving operations and managing inbound logistics more effectively.

*Schedule a demo to see how Opendock can transform your dock efficiency.*

