

HOW CARDINAL HEALTH REDUCED APPOINTMENT SCHEDULING TIME AND COSTS WITH OPENDOCK

CUSTOMER CASE STUDY



Cardinal Health is one of the leading manufacturers and distributors of medical and laboratory products. They have over 100,000 end customers, including 75% of U.S. hospitals, that depend on timely delivery. Playing a critical link in healthcare, it's important for their warehouses to be operating at a consistent level and continuously optimizing performance



THE CHALLENGE

Before adopting Opendock, Cardinal Health managed dock appointments with a combination of spreadsheets, phone calls, and emails with their carriers. Over a period of time, they used two different solutions for managing appointments – first trying Microsoft Access and then moving to spreadsheets. Without a true dock scheduling solution, scheduling and updating their monthly loads remained time consuming. There was a constant back and forth between carriers via phone calls and emails to secure an appointment.



We found it was taking us 12 minutes to book a single appointment. With up to 700 loads a month, the yearly time spent adds up and the opportunity cost for us was in the millions. All of that time could be devoted to revenue generating activities, that's where I want my team's time spent .

Diego Santos,
Operations Supervisor at Cardinal Health.



To make things even more challenging, the warehouse was finding that the scheduled appointments didn't reflect the actual arrival times. Carriers were showing up when they wanted to, leaving the warehouse operating in a first-come, first-serve capacity.



THE SOLUTION

With Opendock, Cardinal Health was able to get a simple solution that scaled across their 3 facilities and carrier network. They moved away from a static spreadsheet to an intuitive scheduling platform that could be managed in realtime and visible on any device. Working with our Customer Success team, they smoothly rolled out the platform in a 2-3 week period that included staff training. Carriers are kept accountable with arrival tracking and the ability for self-serve appointment scheduling.

THE RESULTS

**50%****SCHEDULING
HOURS SAVED****20%****IMPROVEMENT ON
TRUCK WAITING TIMES****45%****APPOINTMENTS SELF-
SCHEDULED BY CARRIER**

**CHAT WITH OUR TEAM AND FIND OUT HOW OPENDOCK
CAN TRANSFORM YOUR DOCK EFFICIENCY**

TALK TO US