

Ralph Moyle Uses Opendock to Coordinate Up To 500 Weekly Appointments for Food and Beverage Clients

Warehousing and transportation provider for the food & beverage industry, Ralph Moyle, improved scheduling labor allocation by over 30% and manages up to 500 appointments per week with Opendock.

CUSTOMER CASE STUDY



ABOUT RALPH MOYLE, INC.

Ralph Moyle Inc. is a family-owned third-party logistics (3PL) provider based in Southwest Michigan, specializing in food and beverage logistics. The company operates a fleet of 70 tractors and 300 trailers, including dry vans, refrigerated units, and tankers. It also manages a 400,000-square-foot dry goods warehouse. A team of schedulers manages dock scheduling for the company's 37 dock door facility, which handles anywhere from 20 to 110 loads daily, depending on seasonality.

With over 160 employees, Ralph Moyle Inc. offers transportation, warehousing, and packaging services, along with value-added solutions like product assembly and multi-packing for club stores such as Sam's Club and BJ's. Clients include Coca-Cola, Welch's, Knouse Foods, and Gordon Food Service.



ABOUT AARON TALAGA

Aaron Talaga, Systems and IT Manager at Ralph Moyle Inc., started his career with the company by handling core tasks like scheduling, load planning, and dispatching. As he gained experience across their operations, he took on responsibilities in safety, sales, and project management. Today, he oversees all of Ralph Moyle Inc.'s IT and software decisions, which are key in improving warehouse efficiency and supporting day-to-day operations.



THE CHALLENGE

Before Opendock, Ralph Moyle Inc. was managing appointments at their 37 dock doors manually through phone calls, emails, and spreadsheets. With up to 110 daily loads during peak season, the manual coordination was pulling valuable time and focus from their customer service team. The process was time-consuming, labor-intensive, and difficult to scale during peak seasons.

"We had two people full-time just fielding phone calls and emails. The process worked, but it wasn't scalable."

- AARON TALAGA (Systems and IT Manager at Ralph Moyle Inc.)

Without a centralized system, the customer service team also lacked the ability to generate reliable reports on carrier performance or detention time, which limited their ability to respond to disputes or negotiate effectively with partners.



IMPLEMENTATION

Ralph Moyle Inc. attended the Camelot User Conference in 2023 where they met Tyler Walton, an Account Executive at Loadsmart, who introduced them to Opendock's dock scheduling capabilities.

After learning more about the platform's scheduling visibility, automated communication, and reporting tools, the team immediately recognized its potential to reduce manual work and increase operational efficiency at their warehouse.

Implementation followed shortly after the conference. Onboarding was smooth, and the team was up and running with minimal disruption to their day-to-day.

"We had an intro meeting and said, 'We'll give it a shot.' It was up and running 60-90 minutes later."

- AARON TALAGA (Systems and IT Manager at Ralph Moyle Inc.)

Currently, Ralph Moyle Inc. uses Opendock as a standalone scheduling tool for their warehouse operations to manage dock appointments for both their own fleet and inbound carriers.

KEY BENEFITS



LABOR SAVINGS

By moving away from manual appointment scheduling, Ralph Moyle Inc. significantly reduced the workload on its customer service team.

"What used to take two full-time people, we now handle with one," Aaron said. "It's allowed us to reallocate our resources to more valuable customer service functions."



IMPROVED OPERATIONAL VISIBILITY

With Opendock's reporting tools, the team can now track key metrics like carrier punctuality and detention windows. This has improved internal accountability and provided better data for conversations with customers.

"We're able to defend our detention charges with data and have smarter conversations with customers about carrier performance," said Aaron.



SPEEDING UP THE CHECK-IN PROCESS

Before using Opendock, Ralph Moyle Inc. relied on manual coordination between the front office and the warehouse to manage inbound drivers. The process was time-consuming and inconsistent.

Now, with Opendock, the company has a clear and structured handoff between teams.

“Drivers now check in with our front-office clerk upon arrival,” Aaron explained. “Once the dock is ready, we notify them via text or call to proceed to the assigned door. From there, they back in, and the warehouse team takes over, accessing everything they need through Opendock to complete the unload or load process.”

Real-time updates and centralized scheduling have reduced driver wait times. The warehouse team works with better coordination and has visibility into each step. Opendock has removed guesswork, eased congestion, and replaced a fragmented process with a reliable system.

WHAT'S NEXT

Looking ahead, Ralph Moyle Inc. is exploring Opendock's gate management capabilities, with a long-term vision of further automating check-in and potentially removing the need for a check-in clerk entirely.

“Anything that helps us stay ahead and do more with less—we're interested.”

- AARON TALAGA (Systems and IT Manager at Ralph Moyle Inc.)



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

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