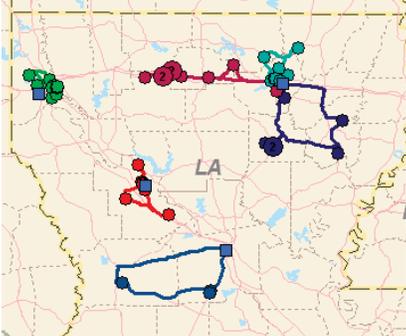




Ivan Smith Furniture

ArcLogistics™ Helps Retailer Reduce Miles Driven and Use Less Fuel

CASE STUDY



CHALLENGE

Corporate office must build routes and schedules with one seat of software while supporting more than 20 stores over a 250-by-250-mile service area.

RESULTS

- Reduced number of daily routes
- Fewer miles driven and less fuel consumed
- Less overtime
- Improved arrival-time estimates based on actual streets and drive times
- Decreased time spent building routes

"We realized that using routing software that just gave us 'crow-fly' distances wasn't enough. It was time for a solution that considered real-world factors."

Trey Smith, Operations Manager

Ivan Smith Furniture, a third-generation-family-owned furniture retailer, has 48 stores in Louisiana, Arkansas, and Texas and runs up to 23 delivery routes per day out of seven locations. Approximately half the fleet departs and returns to the main warehouse in Shreveport, Louisiana, and the other half departs and returns to store locations throughout northwest Louisiana.

The Challenge

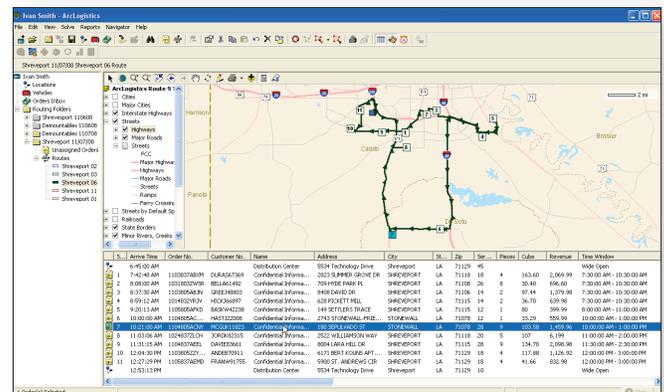
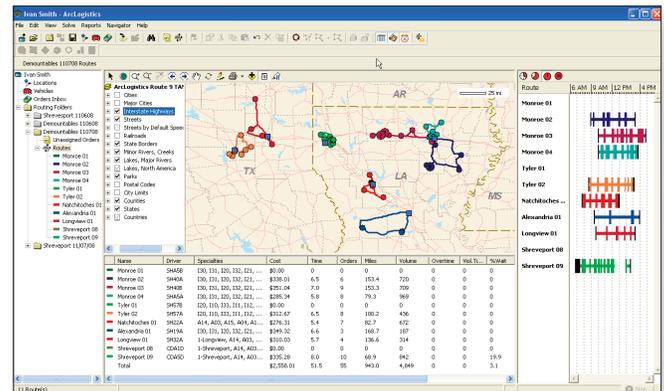
Ivan Smith Furniture was using an outdated routing software product to create its routes. The older, less sophisticated tool required a dispatcher to manually assign stops to a particular driver and sequence the stops in what appeared to be the most logical order.

The dispatcher would perform load balancing based on the number of stops and the space in the truck.

The tool did not have an algorithm to look at the entire routing problem and solve it for lowest cost. As a result, management was never confident that the delivery routes were optimized for cost savings.

Additionally, the old software did not have the capability to accurately estimate drive times and sequence stops correctly over a real street network by taking into account the actual roads used, bridges, natural barriers, one-way streets, and so forth. Like many less sophisticated programs, it simply estimated drive times and suggested sequences (sometimes erroneously) based on straight-line ("as-the-crow-flies") distances.

"We realized that using routing software that just gave us 'crow-fly' distances wasn't enough. It was time for a solution that considered real-world factors," said Trey Smith, Operations Manager of Ivan Smith Furniture.



Ivan Smith dispatchers are able to view and edit their routes at a regional level or zoom in for route-by-route detail.

Learn more at www.esri.com/arclogistics.

