

Quinnox supports customer's Order fulfillment, Route Planning and Delivery execution processes to ensure 100% business continuity during COVID 19

Since the COVID-19 pandemic gripped the world earlier this year and countries went into nationwide lockdowns, businesses (where possible) have had to quickly adapt their operations in order to accommodate employees and service customers. Different segments of the Distribution industry saw varying disruptions to their supply and demand due to lockdown restrictions.



Project Background

During the COVID 19 pandemic situation, a COVID positive case was detected in one of the client's biggest distribution center in the Chicago land area, due to which this facility had to be immediately shut down for a couple of weeks for safety and sanitization purposes.

- The case was detected on a Friday. The customer deliveries for Saturday & Monday had already been planned & were to be picked, packed and shipped from this DC.
- The abrupt closure of this DC could result in delayed or canceled deliveries leading to a loss of revenue, which would in turn impact customer credibility.
- The need of the hour was to process and route these deliveries from a different DC in or around Chicago. This meant making major changes in the Order fulfillment, Route

Planning and Delivery operations of the 2 DCs in a very short time, while ensuring minimal impact to business.

Our client was looking for a partner who understands the business & nuances of the beverage / bottling industry including DSD, FSV, merchandising planning, route planning and will be able to collaborate with business teams and the other vendors, while ensuring proper governance.

Solution

Quinnox had an already well-established relationship with the world's largest beverage company since 2007, supporting a pre- and post-divestiture project, and emerging as their subject matter expert and "go to" resource for their SAP technology landscape efforts. With Quinnox's in-depth knowledge in the bottling & distribution industry business processes and association with the client since 2014, Quinnox was chosen as the partner to help the client manage the diversion of their sales and distribution operations.

The Quinnox team quickly stitched together a solution that routed and processed shipments for the customer orders based on their processing status.

- For shipments that were not picked and packed, the team validated the availability of stock in the other Chicago DC and ensured that these shipments were processed from that location. The drivers from the earlier location were then re-routed to pick up and deliver from the new location.

- For shipments that were not released, the shipping point was changed to the new DC for processing, ensuring the completion of shipments and delivery execution from the new DC.

Quinnox executed a well thought through approach involving the right orchestration of people, process and technology for ensuring business continuity due to this unexpected COVID related development.

Benefits

- 100% Business continuity achieved.
- Zero delay in completing all deliveries and building the customers' and business partners' trust
- Successful order fulfillment gained the confidence of customers, and improved customer experience and loyalty.
- Zero disruption to business as usual

About Quinnox

Quinnox is your agile, business-results-driven digital technology partner. With the power of human and applied intelligence, we simplify business processes, improve customer experiences, and create exceptional business value for forward-thinking enterprises. With the combination of cognitive solutions, conversational platforms, SaaS solutions, human and applied intelligence, we capitalize on new technologies to accelerate growth, innovation, efficiency, and resilience. Our data-driven digital solutions unlock the hidden potential of your business across your digital value chain, helping to accelerate success, today and tomorrow.

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