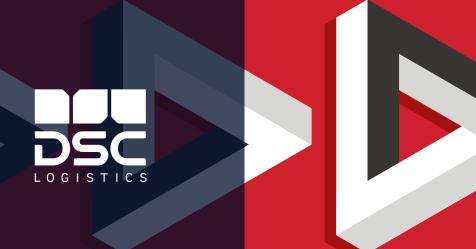# DSC Logistics

THE CHALLENGE

To successfully overcome unprecedented demand and supply chain spikes disrupted by a never before seen global pandemic. Together with an immediate change from an in-person, hands-on operation to a virtual, remotely-located workforce greater visibility was needed to address unprecedented volume demand and disruption to routes, rates, capacity, pickups, deliveries and a myriad of other exceptions.

THE SOLUTION

MercuryGate's feature-rich transportation management platform (TMP) leveraging MercuryGate Control Tower, Load Board and Source Carrier. Having a robust TMS with a solid business intelligence tool was needed to help understand what happened and drive actionable change for successful operations.

THE RESULTS

Leveraging MercuryGate's TMP, DSC Logistics saved time, money and successfully drove processes through the ongoing crisis seamlessly while operating in a new virtual, remotely-based workforce.

"Prior to the pandemic, the industry -- shippers, manufacturers and carriers working in supply chain -- were fairly good at setting up models of constraints with adequate lead time and buffers to manage exceptions"

— Brad Nuffer, VP of Transportation Operations

CALL +1 919.469.8057 / VISIT mercurygate.com

Supporting Retail and Consumer Package Goods on the Frontlines

When you're deemed an essential part of America's "critical infrastructure" like MercuryGate customer DSC Logistics, now CJ Logistics America, enabling a rapid and resilient supply chain is critical to the response and recovery of the nation and the world at large. It's not only a matter of moving, shipping and fulfilling orders to deliver goods to the front line, the grocery line and the bottom line, it's restoring a disrupted supply chain to rapidly and resiliently recover. No easy feat.

It would not be business as usual for DSC, particularly as it launched virtual operations with employees now remotely located. The same old way of doing business took a dramatic turn. Navigating a better way to address industry challenges was never more necessary given the dramatic situation reverberating through every link in the supply chain. With unprecedented volume demand and disruption to routes, rates, capacity, pickups, deliveries and a myriad of other exceptions, DSC knew greater visibility would play a central role in fulfilling their mission and MercuryGate's feature-rich transportation management platform (TMP) delivered.

A SHIPPERS' SHOCK ABSORBER

As a Lead Logistics Partner (LLP), third-party logistics (3PL) provider and supply chain consultant, DSC Logistics supports a global customer base with supply chain analytics, integrated supply chain solutions, warehouse and transportation management, supply chain packaging services, omnichannel fulfillment, international freight forwarding, cross-border transportation, asset-based transportation and global operations.

"You could say DSC is the shock absorber for our customers," said DSC Logistics Chief Transportation Officer Ken Heller. "We enable them to address the uncertainties in the supply chain." That role took on a whole new meaning in March. DSC saw volume demand and uncertainty increase fourfold in a matter of days. "This type of change is rarely seen over months and years; experiencing it over a matter of days and hours reverberated throughout the industry," said Heller.

What would have been normal operations -- demand and supply spikes -- now presented major challenges because normal supply chain constraints and complexities were no longer today's reality. "Prior to the pandemic, the industry -- shippers, manufacturers and carriers working in supply chain -- were fairly good at setting up models of constraints with adequate lead time and buffers to manage exceptions," said DSC Logistics Vice President of Transportation Operations Brad Nuffer. "The pandemic changed the meaning, type and way constraints now unfold. Having a robust TMS with a solid business intelligence tool was needed to help understand what happened and drive actionable change for successful operations now and in the future."

Since 2012, DSC has used the MercuryGate TMS to provide high quality, execution-level visibility information on a day-to-day basis. Splicing the information, DSC uses the TMS data to provide customers real time and ad-hoc reporting, making it the essential backbone of customer communications.

"Doing so without MercuryGate's TMS would be impossible," said Nuffer. "They have the right tools and our collaboration has proven successful. Prior to the stay at home orders we had not fully implemented the TMS in every one of our customer networks and we needed to build out a more robust and real-life thread of control tower activities. This work kicked off at the height of the crisis. Working with MercuryGate was great and implementation was incredibly easy."

KEEPING CARRIERS ROLLING

As demand and fulfillment quadrupled, product availability did not. There were also unanticipated site closures across the nation as cases were confirmed and warehouse operations were remediated. For DSC's carrier network this was not typical, but leveraging technology to solve challenges is typical for DSC.

"Every day we saw carriers showing up to pick up loads that could not be fulfilled by warehouses due to temporary closures related to confirmed cases or because volumes had quadrupled," said DSC Senior Director of Carrier Relationship Management Chris Barkinge. "Utilizing various modules within the TMS was critical to address re-planning, last minute reschedules and reroutes given the constraints for the foreseeable future."

MercuryGate's TMS load board and source carrier capabilities proved essential to DSC serving as the "shock absorber" for customers and carriers as demand and fulfillment needs quadrupled. With a couple of keyboard clicks, load board sourced carrier and public capacity sources to cover escalating load needs.

"This was a critical issue popping up multiple times a day which was atypical," said Barkinge. "MercuryGate's load board helped DSC find win-win solutions that benefitted both our customers and carriers. The TMS and supporting integrations saved us time, money and successfully drove processes to get us through the crises. We are confident in its ability to serve our needs in trying times going forward."

SUPPLY CHAIN AUTOMATION AND COLLABORATION - NOW MORE THAN EVER.

As companies operationalize virtual offices everywhere, accessing software from virtually anywhere reinforces business continuity and competitiveness, and ensures uninterrupted operations. For MercuryGate customer DSC Logistics it's essential in support of the nation's critical infrastructure.

ABOUT DSC LOGISTICS, NOW CJ LOGISTICS AMERICA, LLC

DSC Logistics combines innovative solutions, collaborative partnerships and high-performance operations to unlock the potential of the supply chain. We've joined with CJ Logistics, The Global SCM Innovator, creating an integrated international network with expanded capabilities. As a Lead Logistics Partner (LLP), third-party logistics (3PL) provider and supply chain consultant, we help customers reduce total system costs, transform business processes, improve service and facilitate growth and change. Capabilities include supply chain analytics, integrated supply chain solutions, warehouse and transportation management, supply chain packaging services, omnichannel fulfillment, international freight forwarding, cross-border transportation, asset-based transportation and global operations.