

Case Study



Moving and Storage Customer

Customer Challenge

- Supplier running out of product during peak times
- Poor communications and service
- Inconsistent pricing
- Lack of availability for after hour pickups for road drivers
- Increased sizes of TV's created a packaging challenge with multiple sku's
- Damage to mattress bags causing waste

Pioneer Packaging Solution

Pioneer team analyzed the situation.

- Provided a superior service model
 - 24 Hour Pickup
 - Superior communications
 - Offered consignment model for inventory management
- Leveled out pricing structure
- Enhanced product offering for mattress bags
 - Colored Bags to indicate different sizes
 - Enhanced mil thickness for added protection
- Added additional and innovative products for a one stop shop
 - TV/Artwork carton
 - Designed & developed a single adjustable multi use carton that fits up to a 90 inch TV/artwork
- Extranet for ease of ordering, inventory control & budgeting

Outcome/Customer Win

- Consistent on time deliveries
- Availability for 24 hour driver pickup
- Eliminated customer running out of product
- Dedicated sales and customer service staff
- Superior inventory management program
 - Ease of ordering online and tracking purchases
 - Product on the floor at all times eliminating the risk of not having product available when needed
- Innovative TV/Artwork carton to accommodate the various sizes and styles of TV's and artwork
- Increased mil thickness to provide better protection for mattress's
- Reduced waste for mattress bags by supplying defined colored bags for each size mattress
- Happy customer

*Need innovative solutions to address inefficiencies in your supply chain?
Pioneer Packaging is here to help.*