

HOW COVENANT ASSISTED A NATIONAL OFFICE FURNITURE COMPANY WITH IMMEDIATE, CRITICAL SUPPORT WHEN THEIR DEDICATED PROVIDER FELL SHORT

THE OVERVIEW

When this nationwide furniture distributor started looking for a carrier to supplement their long-term dedicated provider routes, Covenant jumped at the chance to assist. They knew they needed support with a struggling provider, in addition to quality management, defect management, KPI reporting, and visibility. They didn't know that during this startup process, their long-term dedicated provider would pull out and leave them scrambling for support to continue their operation. Covenant stepped up to the plate.

THE CHALLENGE

Covenant committed to a 90-day startup period with this client. However, at the time of this commitment, their existing dedicated provider pulled drivers out, leaving them in a deficit. The client approached Covenant in desperate need of immediate support to keep their operation going before the agreed-upon date.

CHARACTERISTICS

- National office furniture distributor
- Unwavering quality standards
- Heavy, bulky freight



EXPECTATIONS

- High quality control and management
- Cloud-based, real-time metrics & reporting
- Weekly driver unloads at distributing centers



Industry: Furniture Shipment & Distribution



DAY STARTUP
COMMITMENT



WEEKLY
METRICS ON
KPIs



SUPPORTED
UNEXPECTED
INCUMBENT
PULLOUT DURING
STARTUP



10-15 DRIVER
UNLOADS PER
WEEK

THE SOLUTION

- 90-day startup and completed startup seamlessly and before the live date
- 7 routes ran weekly out of PA
 - 10-15 Driver unloads per week
- Dedicated support at their TX operation
- Cloud-based, live KPI updates and track and trace technology

THE RESULTS

Covenant immediately leveraged its Solutions group to source additional short-term capacity and ensure business continuity through 90 days, when the long-term solution would initiate. The routes increased to seven per week, with seven to 15 stops each, complete with driver unloading, in support of two facilities. The client suffered no negative impact because of the situation, and its supply chain continued to operate efficiently.

"We assisted them during a great time of need and have serviced the business tremendously since day one. Covenant has successfully routed each shipment, including servicing the multi-stops and managing driver unloads, which is a very unique service in the brokerage space," said Covenant's Bo Cordell, Vice President of Regional Sales.