



How a Flooring Leader Simplified Logistics and Cut Costs with ArcBest Managed Solutions



A strategic shift helped gain supply chain efficiency and agility

The challenge:

Fragmented processes and rising costs

Coordinating inbound and outbound shipments across 250+ retail locations meant juggling more than 14 carriers with different processes and performance standards. Without centralized visibility, it wasn't easy to control costs and maintain consistent service. Additionally, store teams lacked the necessary support for shipment inquiries and training on transportation management systems.

For one major home improvement retailer, relying on a single carrier had caused a bottleneck — limiting flexibility, driving up costs, and slowing deliveries to customers. After years of exploring other options, they partnered with ArcBest to successfully transform their transportation strategy.

ArcBest's solution

ArcBest partnered with the retailer to simplify and strengthen its logistics network through a comprehensive managed solution:

- ✓ **Centralized carrier management:** Streamlined relationships with more than 14 LTL carriers for consistent, reliable performance
- ✓ **Customer service extension:** Provided direct support for stores and consumers, resolving shipment issues quickly
- ✓ **Training and enablement:** Deliver ongoing training on LTL processes and MercuryGate technology to improve operational consistency



Result

With ArcBest's Managed solution, the retailer transitioned from a single provider to more than 14 carriers (a mix of national and regional providers), unlocking next-day delivery capabilities, cost savings, and streamlined operations. ArcBest also simplified the complexity that comes with managing multiple providers by offering a single point of contact, consistent pricing and even a dedicated customer service team to support residential deliveries.

Store teams also became more confident from dedicated support and training, while leadership gained actionable insights to make more informed decisions.



Partner with a trusted leader in managed logistics

ArcBest combines technology, expertise and collaboration to help solve complex logistics challenges. From carrier management to performance analytics, we deliver solutions that enhance efficiency, reduce costs, and lay a foundation for long-term success. Gain more than just a service provider — work with a team of experts committed to moving your business forward and helping you achieve measurable results.





Unlock your competitive advantage

Ready to take control and optimize your supply chain? We're here to help!
Connect with our experts today.

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