

GLOBAL GEOSYNTHETICS LEADER IMPROVES DOCK EFFICIENCY THROUGH OPENDOCK + MERCURYGATE INTEGRATION

CUSTOMER CASE STUDY



CHALLENGE

An enterprise leader in sustainable construction solutions was scheduling a significant number of weekly appointments through phone calls, emails, and a first-come, first-served approach. This disorganized process caused considerable challenges in managing their dock appointments, creating the dire need for a dock scheduling solution. Additionally, the dock scheduling solution needed to be able to integrate with their TMS, MercuryGate, so their planners didn't have to switch between multiple systems.



INTEGRATION PROCESS

The company's technology partner, Redwood Logistics, provided their expertise and commitment to delivering a seamless integration and a hassle-free experience for the customer. With Redwood Logistics' extensive knowledge of supply chain management systems and their ability to develop custom solutions, they managed the entire integration process efficiently and effectively, requiring minimal effort and no technical resources from the customer, completing the entire project in just two weeks.

With the integration, the customer can:

- Have Opendock automatically send appointments, expected delivery time, arrival time, and departure time data into MercuryGate
- This lets them know if pickup/delivery appointments are happening on time or are delayed
- Other departments can come into MercuryGate and see the status of loads based on the Opendock data so they can provide updates to their customers
- This all keeps users on one platform, centralizing data, without the need for double entry in another platform



“When you seamlessly integrate Opendock with MercuryGate, it's a game-changer for everyone involved. It makes the logistics process smoother, faster, and easier, and it creates a better experience for everyone - from shippers to carriers to warehouse managers.”

Drew Burken, SVP of SaaS Ops, Redwood Logistics





RESULTS

The integration of Opendock with MercuryGate provided the customer with several benefits:

More Efficient Dock Scheduling: Before the integration, Solmax was operating on a first-come, first-serve basis, which was highly inefficient and caused delays in loading and unloading. With the integration, Solmax could schedule their dock appointments more efficiently, reducing wait times for carriers and ensuring smoother operations.

Valuable Data Insights: The integration allowed the customer to feed data from Opendock into MercuryGate, providing valuable insights into carrier performance. They were particularly interested in the average cost per load, which they could use to build out their carrier scorecards and hold carriers accountable for their performance.

Simplified Operations: MercuryGate serves as a data repository, and the integration allows the customer to manage their dock appointments within the same system. This eliminated the need for warehouse operators to switch between multiple systems, making their operations easier to follow.

ABOUT REDWOOD LOGISTICS

Redwood Logistics, a leading logistics platform company and modern 4PL headquartered in Chicago, has provided solutions for moving and managing freight for more than 21 years. The company's diverse portfolio includes digital freight brokerage and flexible freight management all wrapped into a revolutionary logistics and technology delivery model, known as a modern 4PL. For more information, visit www.redwoodlogistics.com.

ABOUT OPENDOCK

Opendock is an appointment scheduling and online booking software built specifically for warehouses. Our software is a SaaS product with convenient monthly subscriptions servicing an individual warehouse location to an enterprise with hundreds of warehouse locations. Our commitment to customers and constant evolution has made us the vendor of choice for more than 50 companies of the Fortune 500.

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