

Arbor Forest Products balances service and cost with Paragon



At a glance

SECTOR: Forestry Services

COUNTRY: UK

PARAGON SOFTWARE:

- Single Depot routing and scheduling
- Truck Attribute Data

Benefits

- Streamlined transport planning
- Improved route accuracy and efficiency
- Increased vehicle utilisation
- Enhanced customer service
- Prevention of low bridge strikes

"At Arbor Forest Products we don't just supply, we deliver. We use Paragon's routing software to help us bring our warehouse to our customers in the most efficient way...for Arbor Forest Products and our customers."
Ian Dowsing, Logistics Manager

About Arbor Forest Products

Arbor Forest Products supplies more than 300,000m3 of quality timber to the building, DIY and construction trades, through independent merchants, each year. Utilising long established supply agreements with some of the finest sawmills in Scandinavia and Russia, the timber is imported directly into their wholly owned port – the largest dedicated timber terminal and processing facility in the UK.

Space is at a premium for Arbor Forest Products' customers, so it is critical that the company's comprehensive range of products can be delivered at the right place and time in the volumes required. Arbor Forest Products is committed to offering a warehouse on wheels solution, providing mixed product delivery nationwide to meet exact customer needs, especially during its peak period starting at Easter when demand for timber products like decking rises.

Advanced transport planning

With 100's of incoming orders every day, Arbor Forest Products identified a need to replace existing manual processes to improve service performance, optimise fleet utilisation and achieve greater levels of efficiency. The company selected Paragon's Single Depot routing and scheduling software to automate transport planning and improve customer communication.

"The level of customer service we provide is really important to us but there is a clear need to balance service versus cost. Paragon's software has enabled us to model different routing options to maximise efficiency and vehicle fill," explains Ian Dowsing, Logistics Manager at Arbor Forest Products. "The team at Paragon has been on hand whenever needed to help streamline our planning processes, resolve any issues and identify improvement opportunities."



Robust, achievable and efficient routes

Arbor Forest Products aims to fulfil orders in a single delivery wherever possible. The ability to generate precise transport plans that ensure they can confidently deliver on all of their commitments, while making the most of available transport resources is therefore vital. As a result, the company's routing solution includes Paragon's Truck Attribute Data which allows the transport planners to achieve more accurate route optimisation by ensuring the right vehicle is planned for the right journey.

In particular, the Truck Attribute Data is enabling Arbor Forest Products to create routes that avoid restrictions based on a vehicle's height, weight, width and length. "By having access to the most accurate road and vehicle data we can provide our drivers with the most efficient and feasible plans, which avoid any road restrictions," explains Dowsing. "This not only prevents potential delays and costly detours, but also removes the risk of dangerous driving incidents such as low bridge strikes."

Meeting customer expectations

Arbor Forest Products has increased its own in-house transport capabilities in order to drive service level improvements and identify underperforming logistics partners. With the continued driver shortage, the routing and scheduling software has become an important part of this initiative, ensuring that the transport operation makes best use of available vehicles and drivers.

"Customer locations can have very different delivery requirements. It is essential that we can accurately factor in a large number of variables into the planning process to ensure we provide a high-end, premium service. However, it is also critical to achieve this level of service in a cost-effective way. Paragon's routing and scheduling software allows Arbor Forest Products to keep control of our transport overheads by having visibility of a wide range of KPIs such as cost per cube and vehicle fill. This helps us to reduce mileage and improve fleet utilisation, while always delivering on our service commitment to customers," adds Dowsing.

About Paragon

Paragon Software Systems is dedicated to the continued development, implementation and support of routing and scheduling solutions that help businesses to cut transport costs, improve productivity, reduce carbon emissions and raise customer service levels. The Paragon support consultants have implemented more than 4,700 systems at over 1,400 client sites in 61 countries. Headquartered in Dorking, UK and with offices in Dallas, TX and Manchester, NH, Paragon is a respected pioneer in routing and scheduling with over 30 years of know-how.

Paragon



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