



NSSL CASE STUDY:

Grocery Retailer – Visibility Unlocked, Efficiency Delivered

Introduction

For years this Fortune 500 grocery retailer’s distribution center appeared to be running smoothly. Loads were moving, product was flowing, and from the outside looking in, the current yard provider was getting the job done.

There were no major disruptions. No glaring red flags. Just a busy yard doing what busy yards do. But behind the curtain, it was a different story – a lack of urgency, inconsistent accountability, and a growing tolerance for incidents & near-misses. Moves were happening, but not efficiently. **Safety protocols existed, but weren’t enforced.** It wasn’t chaos – it was **quiet complacency**, and it was costing more than just time.

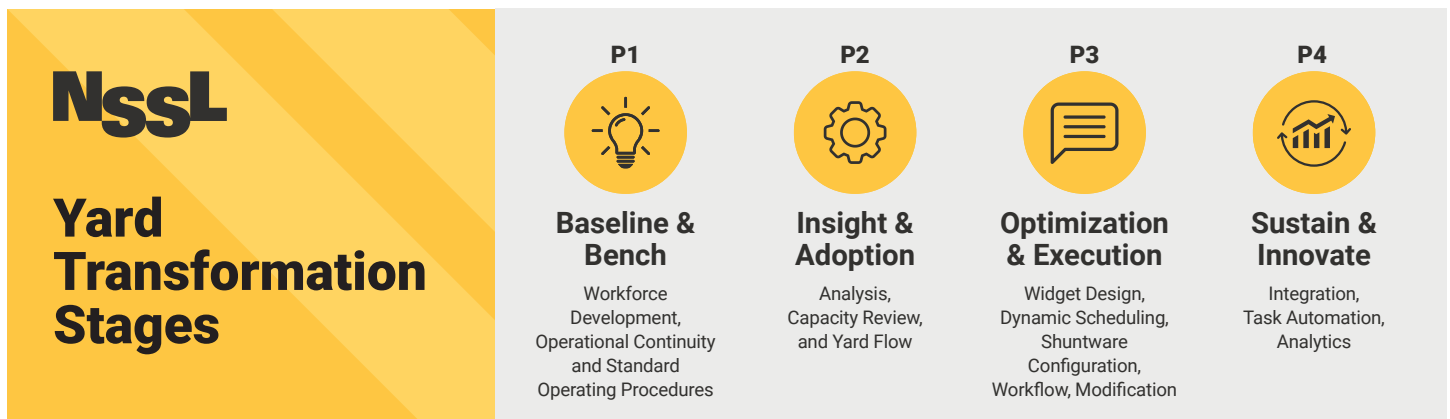
When leadership finally took a closer look – digging into the numbers behind the operation – the truth came into focus.

The site was being billed over 950 weekly labor hours and averaging 3.3 moves per hour.

Without the right tools in place, no one could see it clearly. Labor was being overutilized, and their approach was outdated. **The yard was flying blind – and it was costing them.**

That’s when this grocery retailer made the decision to partner with National Shunt. Not to just cut costs – but to bring **visibility, structure, and long-term performance** transformation to the yard.

What followed was a deliberate, four-phase overhaul that turned reactive management into proactive control – and reclaimed thousands of labor hours in the process.



“You can’t fix what you can’t see.” In the yard, where every hour counts and every trailer move impacts the supply chain, lack of visibility isn’t just a nuisance – it’s a liability. A fortune 500 grocery retailer made the shift from assumption-based planning to data-driven operations. And they did it with NSSL.

When NSSL arrived, **the site was burning over 965 hours per week.** The operation had no clear standard of work, high variability in driver output, and a lack of real-time operational awareness. But before chasing efficiency, we stabilized the foundation.

P1



Baseline & Bench

Workforce Development, Operational Continuity and Standard Operating Procedures

Key Initiatives:

- Brought in dedicated **site leadership** to anchor accountability
- Rolled out structured **SOP's** and driver training, standardizing what "great" looks like
- Prepared **on-site subject matter experts (SMEs)** to support a seamless Shuntware rollout and drive end-user adoption
- Focused on **retaining continuity through the transition** — no service dips, no excuses

BEFORE NSSL

950+ Weekly Billed Labor Hours	126K Pallets Shipped	3.3 Moves Per Hour
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Once the foundation was laid, **we introduced Shuntware**, giving visibility into every move, every shift, every hour. That clarity led to smarter labor allocation, optimized scheduling, and volume-responsive planning.

P2

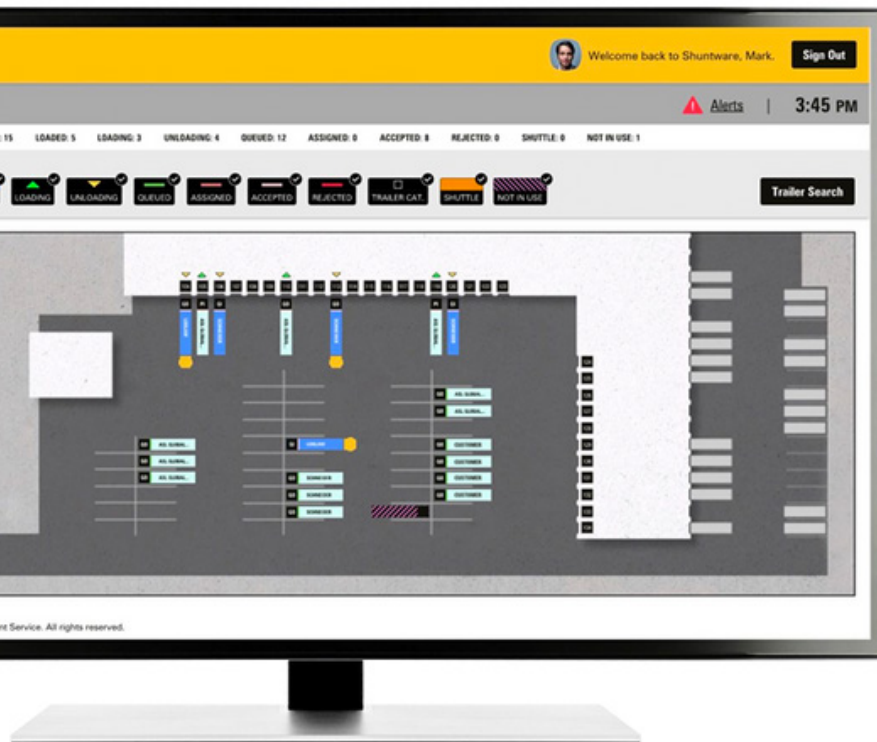


Insight & Adoption

Analysis, Capacity Review, and Yard Flow

Key Initiatives:

- Deployed **Shuntware** (centralized queues, trailer visibility, geo-tracking)
- Dynamic Scheduling** Implementation
- Capacity Utilization** Reviews & Adjustments



P3



Optimization & Execution

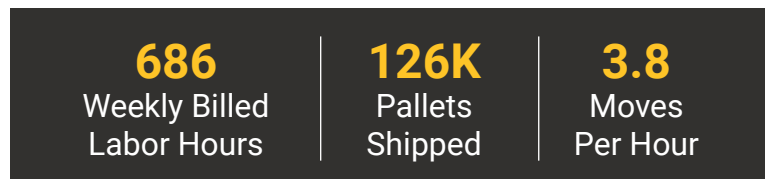
Widget Design, Dynamic Scheduling, Shuntware Configuration, Workflow, Modification

With real-time visibility in place, we shifted from insight to action. This was the inflection point: fewer hours, same volume, and a rise in productivity. This grocery retailer began to see the difference between a vendor and a strategic yard partner.

Key Initiatives:

- Optimized shift schedules and move planning** in real time based on historical throughput data
- Embedded coaching and performance feedback loops** into daily operations
- Deployed custom dashboard widgets** – giving site leadership and drivers immediate insights into volume trends, idle time, and task priority

CURRENT STATE



Today, the operation is no longer about just “keeping up.” It’s about staying ahead. **As data becomes embedded in every decision, we’re evolving toward proactive innovation – automating where we can, simplifying where we must, and always optimizing.**

Up Next:

- Implementing task automation** – e.g. move prioritization, auto-alerts for idle trailers, system-driven queue optimization
- Approach the customer to discuss asset reduction**
- Partnering on performance reviews and innovation planning to ensure customer stays ahead of rising demand**

P4



Sustain & Innovate

Integration, Task Automation, Analytics

Less Volume? No, Better Visibility.

Despite consistent inbound and outbound volume, monthly trailer moves actually decreased. **With Shuntware in place, monthly moves went down while throughput remained steady.** Why? Because for the first time, the team had visibility into what actually needed to be moved. The yard became more organized, trailers were zoned more effectively, and unnecessary touches were eliminated. **That meant fewer moves, fewer hours, and fewer people – all while maintaining, and even improving, real output.** It wasn't about doing less. It was about doing exactly what was needed – no more, no less. And with fewer unnecessary moves came fewer chances for incidents, near-misses, or congestion-related risks. Safety improved naturally as the operation became more intentional, structured, and transparent.

Financial Impact

Still within a year of go live, weekly labor hours dropped from 950 to 686 – a 29% reduction. That's not just a leaner operation – it's a more intelligent one. **This shift resulted in an estimated \$11,000 in weekly billed labor savings, totaling nearly \$580,000 annually, all without sacrificing service or volume.** With Shuntware, the team now has the power to make educated, data-backed decisions about their business. And by freeing up nearly 300 labor hours each week, they've gained the flexibility to execute their operation in ways they never could before – reallocating resources, adapting to volume swings, and continuously optimizing.

THE RESULTS



Decrease in Weekly Billed Labor Hours



Increase in Productivity



Decrease in Trailer Touches



NSSL
EVERY MOVE COUNTS



\$580K

saved annually in billed labor cost

You deserve a partner who's transparent, not transactional. Choose a provider who's invested in your outcomes. It's time to rethink what value looks like in yard management.