



## Results

⬆️ **99.95%**

Delivery ETA Accuracy

⬇️ **5 Days**

Reduction in Billing

⬆️ **Improved**

Customer Satisfaction

“The nuVizz solution was clearly the **best option** right out of the gate. The speed in which the pilot was conducted proved that we could **easily implement** it across multiple locations. The company is also **continuously improving** their solution and works collaboratively with the NDCP team to ensure they’re meeting our clients’ needs, which is a **tremendous asset** for our business. Overall, nuVizz helped us better manage final mile delivery, gave our customers **full visibility** into their deliveries and **saved labor dollars** both for NDCP and our customers, while adding so much more functionality.”

**Cristian Petcu**

Senior Director - Enterprise Architecture, NDCP

## Client Overview

National DCP, LLC (NDCP) is a global provider of innovative supply chain solutions for the food service industry. Focused on serving quick service restaurants, its expertise includes strategic sourcing of food and non-food items, distribution, business services, supply chain and full visibility, traceability, continuity, and sustainability of supply. It currently serves over 10,000 Dunkin' brand quick service restaurants in the U.S. and 40 other countries.



## Business Problem : Paper-based system led to inefficiencies and lost revenue

One of the world's leading baked goods and coffee companies operates over 9,000 restaurants across the U.S. alone. Its franchise owners face vastly different challenges depending on their locations, which span from the biggest cities to suburbs and quiet towns all over the country. But some issues were consistent across the board. One of the biggest was that the stores not knowing the time window for driver arrival making it difficult for them to plan labor and often caused waste during periods of uncertain demand.

The company's leadership hired nuVizz to help its franchisees move away from a paper-driven delivery model into a digital, cloud-based solution. Specifically, they were looking for a platform that would provide **real-time visibility** into their last-mile delivery operations, including **Proof of Delivery (POD)** and **predictive analytics** capabilities.

## Approach

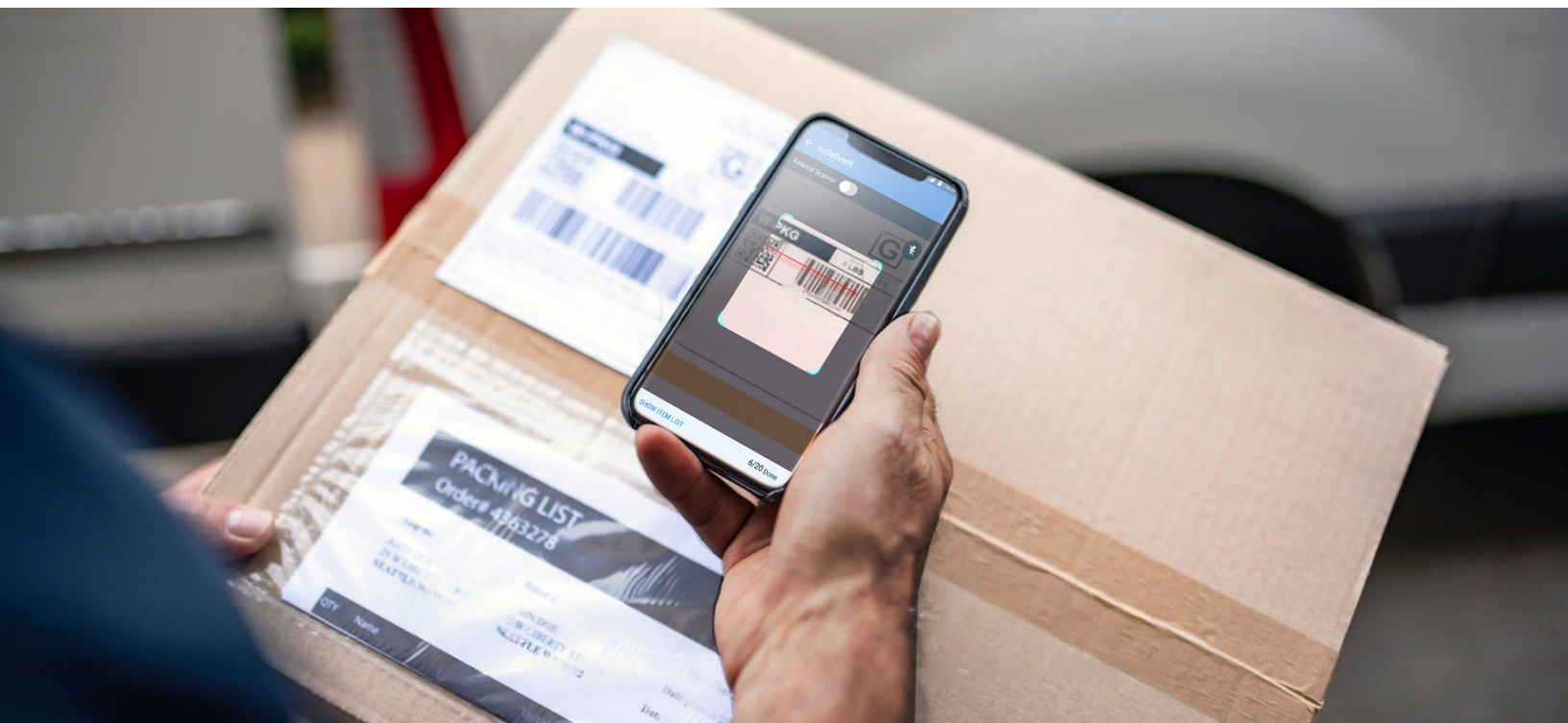
Before looking at potential vendors, NDCP spoke with franchise owners, employees and drivers to determine specifically what they wanted out of a digital solution. They prioritized close to 150 different requirements/functionalities ranging from operational ease and accurate product scanning to integration with their WMS/TMS system and vendor technical support. After conducting its due diligence through research and referrals, NDCP narrowed the list of potential vendors down to 4, ultimately choosing the nuVizz platform for a pilot program.

With 9 distribution centers servicing the entire Dunkin' network, NDCP selected their Georgia DC as the pilot site. The program was executed within three weeks, demonstrating the maturity of the nuVizz platform and proving that it could be easily integrated into the company's existing systems.

## Solution Benefits

***The nuVizz Way : A digital solution provides real-time, accurate transportation visibility***


NDCP chose the nuVizz platform as its last-mile delivery solution because it solved many challenges across different franchise locations. Some of the benefits include :



- Provides **accurate, real-time visibility of deliveries** so the stores know exactly when the driver is going to arrive and can assign personnel to receive the product. The stores now get a 2-hr. window on the same days every week for their deliveries. This helps stores plan their labor and makes their operations more **flexible** when reacting to changing demand patterns.
- **Standardizes operations** for drivers in the field so that consistent processes are in place when drivers make deliveries, including **scanning products** and obtaining **electronic verification**.
- Digitally captures what is delivered in real-time, eliminating paper documentation for drivers. This provides a more accurate picture of the quantity of products delivered, including shortages and damages, while enabling **proof-of-delivery** for increased billing accuracy and faster invoicing.
- **Automates** the backend billing and invoicing processes because the billing is now based on what was actually delivered and electronically captured in real-time.
- Enables food **safety and traceability**, which is critical in the food delivery space. Drivers can capture temperatures in the different delivery chambers, including frozen, cool and ambient products, to ensure the required levels are maintained. They can also provide proof of temperature at every delivery stop to confirm compliance.
- Complete visibility of fleet and status of all shipments with comprehensive **analytic capabilities**

Since the pilot ended, the nuVizz solution has been implemented across **9 distribution centers** and more than **700 Drivers**.

### About nuVizz, Inc.

 lights the way to better delivery and transportation logistics. From the first mile to the last mile—and everything in between—we're trailblazers in supply chain optimization and digitization. Infinitely flexible, the nuVizz SaaS platform drives visibility, control, cost savings, and a better customer experience across the fulfillment lifecycle. Our single-minded mission: simple, sustainable transportation solutions for every business on the planet.

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**Go further...Grow faster!**