

CASE STUDY

A SUPPLY CHAIN • • • WIRED FOR SUCCESS



 **legrand**[®]
Wiremold

 **TA Dedicated**

SNAPSHOT

DEDICATED FLEET CUSTOMER:

Wiremold is the building industry's largest provider of end-to-end wire and cable management solutions used to bring power, communications and A/V to modern office buildings, hospitals, convention centers, and airports. They're a subsidiary of French-owned Legrand, a world leader in electrical and digital infrastructures and connected solutions whose North and Central American operations have grown to nearly \$4 billion with over 9,200 employees.

LOGISTICS OVERVIEW:

Wiremold has partnered with TA Dedicated continuously for over 25 years. TA Dedicated manages portions of Wiremold's inbound and outbound freight on both the East and West Coasts.

KPI HIGHLIGHTS:

- First-year savings of \$150,000 from load consolidation in East Coast operations
- 98.8% OT achieved during 3-month study of all outbound shipments
- First-month savings of \$52,000 after East Coast operations converted to dedicated
- Reduced transportation costs to 5% or less of truck revenue network wide
- Zero claims reported for almost two years from West-Coast operations

INSIDE



MASTERS OF LIGHT AND ELECTRICITY

Wiremold, the building industry's largest provider of end-to-end wire and cable management solutions, is one of the most iconic names in power. Wiremold is owned by Legrand, the pride of France and a top choice of architects and builders worldwide. How products and raw materials are transported is very much an element of fulfilling the Legrand—and Wiremold—brand mission. Legrand has built a reputation for putting customers, employees and communities first. Ensuring easily-damaged products arrive in-tact and on-time is critically important to their customer experience, and that's why they've partnered with TA Dedicated.

“With our challenging freight, we find a dedicated fleet provides world-class service at a fair price.”

Melisa Mitchem, Senior Manager,
Trade Compliance & Transportation



TA Dedicated handles outbound shipments from Wiremold DCs to a range of suppliers and commercial contractors as well as inbound shipments of raw materials to feed Wiremold's manufacturing. Wiremold operates a just-in-time (JIT) supply chain that relies on daily shipments of steel coils, each weighing thousands of pounds. The company relies on TA Dedicated to make the daily runs that enable production lines to keep running. Practiced experience loading, securing, and transporting the steel coils has resulted in a near-perfect on-time and safety record. Dedicated fleet services are a necessity in JIT logistics like Wiremold's, where experienced drivers do regular inbound runs as a lifeline to the manufacturer's production operations.



SPECIALIZED PRODUCTS BENEFIT FROM A DEDICATED TOUCH

If you've ever plugged into a clever and intuitive jack in an airport or worked in a fully-wired office that had no noticeable wires at all, you've probably experienced Wiremold's products without even knowing it.

Transporting svelte raceways for cable and other high-style hardware requires careful handling. Wiremold's reliance on a Less-Than-Truckload (LTL) transportation model had historically resulted in damages and delays that caused Wiremold's overall customer experience to suffer. LTL is a mode that favors standardized, palletized shipments that can be deconsolidated and reconsolidated repeatedly en route. Damages to Wiremold's orders were common and delivery times were unreliable.

Melisa explains, "Most outbound shipments to our customers contain at least one 10-ft pallet of material. In the LTL world we used for many years, that shipment profile is prone to damage ---- often getting crushed, lost or torn. When that happens, our customer service teams get more calls and we end up filing more claims."



Mitchem says costs were another main concern. “It’s less expensive to ship LTL, but if our products arrive damaged, we have to buy the raw materials, make it again, stock the warehouse, and reship it.” Depending on what was negotiated with each LTL carrier, reimbursement for product damages wasn’t always guaranteed — often, it was only a percentage.”

That’s a major reason that Wiremold has partnered with TA Dedicated for a dedicated fleet solution for more than 25 years. TA Dedicated consolidates Wiremold’s orders into exclusive truckloads, where loading, transporting, and unloading practices can be carefully controlled. The advantage of dedicated service has paid off, according to Mitchem. West Coast Operations have received zero claims for almost two years.



“TA Dedicated’s delivery model has greatly reduced the damages and loss our customers were experiencing with LTL carriers.”

Amy Gerakos, Director of Service Excellence



On-time performance also benefited through a dedicated fleet solution run by TA Dedicated. A study of quarterly performance of West Coast operations revealed 100% OT for the 32,043 miles hauled and stops made. On the East Coast, 100% OT performance was achieved for 72,731 miles hauled and 890 stops made.

The service improvements achieved from shifting LTL to a dedicated fleet have helped Wiremold preserve its customer experience. It has also helped save them money by shifting random LTL shipments that come up onto scheduled dedicated runs. According to Lonnie Oerman, Director of Account Development at TA Dedicated, consolidation of unnecessary LTL loads saved \$150,000 in the first year of operations at Wiremold's Hartford, Connecticut facility.



A SLEEK JIT SUPPLY CHAIN POWERS WIREMOLD'S MANUFACTURING

Wiremold's JIT supply chain taking inbound shipments from steel mills to their manufacturing plant in Connecticut is the perfect application for a dedicated fleet. Trained and vetted drivers run regular routes and become experienced in meeting requirements and overcoming potential problems to deliver on time.

“Having a consistent set of people who know your account and customer requirements is valuable to us. The TA Dedicated team has been flexible with accommodating customer appointment scheduling requirements, which we appreciate.”
Gerakos says.

TA Dedicated secures equipment capacity and has backup drivers when drivers are out sick. And dedicated fleet drivers who get to know Wiremold's business have spearheaded improvements leading to savings and network optimizations that cut costs and improve service.

For example, TA Dedicated coordinated shipments from steel vendors to save \$18,500 per year. By instituting tighter monitoring processes, TA Dedicated also eliminated \$79,000 a year in extra or unnecessary transportation.

Quick, agile responses are often necessary to ensure JIT production lines have the raw materials they need, but scrutinizing a quick decision to expedite can lead to savings when it's not necessary. TA Dedicated created communications procedures with Wiremold's internal buyer planner to prioritize loads.



By better controlling the use of extra capacity for hot loads, TA Dedicated was able to supply equipment when necessary while eliminating 52 loads for \$65,000 in annual savings.

The day-to-day involvement that comes with dedicated service brings continuous improvement opportunities for Wiremold. TA Dedicated team members participate in Wiremold Kaizens for shipping, receiving and inbound transportation as well as internal transportation conferences to coordinate work cycles and break down silos. Continuous improvements have also created a pallet return program and the addition of backhauls to utilize capacity on the return leg of inbound runs.



A DEDICATED PARTNER TO MEET SUSTAINABILITY GOALS

Legrand's leadership in the areas of sustainability and carbon reduction have intensified Wiremold's programs as well. Through TA Dedicated's fleet of new trucks, Wiremold takes advantage of leading-edge fuel economy and emissions reduction technology. Trucks in TA Dedicated's fleet have an average age of 2-1/2 years. By managing all the trucks within the fleet, TA Dedicated has a direct data measuring miles saved fleet-wide and can aid Wiremold in measuring and meeting their greenhouse gas emissions goals.

Safety and risk management have also come under greater scrutiny—a byproduct of being part of a multi-billion-dollar global company. To meet stringent KPI standards, Wiremold has the advantage of working with an industry-leading safety partner. Wiremold benefits from continuous driver training and monitoring programs as well as equipment with the latest accident-avoidance technology.





THE FUTURE IS DEDICATED TO WIREMOLD

Lighting will never go out of fashion and the world will never stop modernizing. For a world with an insatiable need for cable and innovative wiring solutions, Legrand has solutions. The portfolio of Legrand companies continues to grow and with that growth are opportunities to ship like-products with Wiremold's freight. A dedicated fleet model enables Wiremold to scale capacity dramatically. For example, TA Dedicated's engineering team recently increased miles traveled to 1.1 million + and nearly 5,000 stops as the business has grown.

One of the biggest keys to continuity, cost-savings and customer service has been the long-standing relationship between Mitchem and Oerman, even as their companies have changed brands and acquired new companies to their portfolios. "There's a trust that's been built over the years that enables us to provide value as experts in managing dedicated fleets. And Melisa's been willing and able to go to bat for us to push a dedicated solution within her organization," Oerman says.

With volumes and territories increasing on both coasts and everywhere in between, Wiremold believes dedicated transportation is the answer for providing the quality of customer service that helps make Wiremold products the best to plug into—and Wiremold one of the best companies to do business with.





ABOUT

ABOUT LEGRAND, NORTH & CENTRAL AMERICA

Legrand is the global specialist in electrical and digital building infrastructures. Their North and Central American division is the largest component of Legrand worldwide with over 9,200 employees and product categories that span across residential and non-residential business markets.

ABOUT WIREMOLD

Wiremold is the industry's largest provider of end-to-end wire and cable management solutions for indoor and outdoor applications. Their product line offers a wide array of power solutions for public spaces ranging from modern office buildings and hotels to convention centers and airports.

ABOUT TA DEDICATED

TA Dedicated offers truckload transportation services through a portfolio of dry van, refrigerated, flatbed and tanker equipment. As one of the largest dedicated fleets in the U.S., TA Dedicated engineers optimize supply chains, enhance visibility and work to reduce CO2 through sustainability programs. They provide a highly specialized, hands-on freight service for complex supply chains that have unique requirements and custom needs such as hazmat shipping. They have terminals across the U.S. and are headquartered in Eagan, MN. TA Dedicated is a TFI International company. For more information on TA Dedicated, visit www.tadedicated.com.