QUICK FACTS

Mansfield Paper

Location
West Springfield, MA

Industry
Paper

Service Area
Connecticut, Massachusetts, Vermont, New Hampshire, Rhode Island, New York

Vehicles
18 trucks

Solution
Roadnet®

Results
- 50% reduction in routing time
- 10% reduction in routes
- Decreased transportation expenses
- Reduced wear & tear on leased vehicles

Mansfield Paper Increases Productivity with Roadnet

The last mile in the distribution business is key to any company's success, especially in the paper industry. This holds true for Mansfield Paper in West Springfield, Massachusetts, an independently owned and operated food service, disposable goods and janitorial supply distributor. Mansfield Paper services more than 3500 customers throughout Southern New England and New York from their 130,000 square foot distribution facility. Their customers include restaurants, schools, hospitals, hotels, institutions, malls, nursing homes and colleges.

Manually routing 18 drivers and sorting though 300 invoices per day was a very cumbersome and time-consuming activity. Not only was this a tedious process that often took up to 4 hours per day but the dispatcher was even coming in to route on his days off. Although the dispatcher had his process of routing down to a science, Mansfield Paper had no back up router available. This is when Scott Parent, President of Mansfield Paper, decided to explore UPS Logistics Technologies' Roadnet routing and scheduling software.

When Scott began exploring software packages, there was immediate hesitation from upper management and the dispatcher. Scott explained, "Even though the dispatcher was doing an unbelievable job with his resources, I believed that software would take our company to the next level, bringing us into the 21st century of routing." He explained that it would automate Mansfield Paper's routing process and allow for more than one user to operate the software efficiently.

The dispatcher is not only happy with Roadnet, he said, "it would be crazy to go back to the old way of routing."

Scott has seen significant results since implementing Roadnet:

- 50% reduction in routing time
- 10% reduction in routes
- Overall savings in transportation expenses
- Reduced wear and tear on leased vehicles
- New drivers are comfortable because of Roadnet driver directions

"I would highly recommend any company to look at UPS Logistics Technologies as their transportation management software provider," Scott added. "To those companies

UPS Logistics Technologies

who are still routing by hand, and sorting invoices, I would invite them to start evaluating their organization like we did and examine how an automated routing software system can help their business grow."

"Roadnet is user friendly; almost anyone in the organization can use it. And as far as UPS Logistics Technologies technical support, I can't remember the last time we needed support, but I do remember how professional the staff was and how they serviced our needs."

UPS Logistics Technologies will continue to support Mansfield Paper's organizational goals in minimizing their bottom line, as well as keeping customer service at the forefront of their business.

"Even though the dispatcher was doing an unbelievable job with his resources, I believed that the software would take our company to the next level."

**Scott Parent
President, Mansfield Paper**

For more information:

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