

CASE STUDY

EASE

Stabilizing Expedite Operations for a Global Automotive Leader — #WithEASE

BACKGROUND

When one of the world's largest automakers began facing escalating costs and operational instability in its expedite network, the effects rippled across its North American production. Line-critical delays, reactive communication, and inconsistent carrier performance created costly downtime and unpredictability across the supply chain.

They needed a logistics partner who could deliver more than transportation; one who could bring structure, control, and 24/7 reliability to one of the most demanding automotive operations in the world. That's where EASE Logistics stepped in.



THE CHALLENGE

The manufacturer's largest North American plant was experiencing growing instability in its expedite operations. Multiple carriers, reactive issue management, and minimal visibility made it nearly impossible to maintain service consistency or control costs.

This unpredictable environment led to:

- Delayed part deliveries leading to line disruptions
- Lack of real-time visibility and proactive tracking
- Volatile expedite costs and poor financial predictability
- An unreliable carrier network that couldn't meet time-critical demands

THE CHALLENGE, CONTINUED

They needed a single-source logistics model capable of stabilizing performance, tightening visibility, and reducing costs without disrupting production.

They challenged the EASE team to develop a proposal focused on four key priorities:

- Strengthening network stability and shipment visibility
- Performing a comprehensive cost analysis
- Building a continuous improvement framework
- Designing a scalable, long-term logistics blueprint

THE EASE SOLUTION

EASE engineered a single-source logistics strategy designed specifically for the manufacturer's complex expedite network:

- **Centralized Control Tower:** EASE established a dedicated 24/7/365 expedite control tower for this customer, staffed by trained specialists overseeing an extensive expedite carrier network and mass pro carriers. The team provides continuous dispatch, live visibility, and proactive communication, supported by advanced reporting, ongoing technological innovation, and a commitment to continuous improvement.
- **Standardized Processes and Continuous Improvement:** Using the PDCA (Plan/Do/Check/Act) methodology, EASE conducted a full network audit to identify inefficiencies and build new standard operating procedures (SOPs) for cost control, reporting, and performance optimization.
- **Single-Source Carrier Model:** Instead of relying on fragmented spot bidding, EASE implemented a single-source carrier strategy, converting a transactional model into a predictable, dedicated-style network that reduced variability and improved reliability.
- **On-Site Coaching and Scalable Blueprint:** EASE embedded specialists at the plant to train logistics personnel in the new processes, ensuring a seamless transition and a scalable blueprint for future expansion.

SERVICES UTILIZED:

- Dedicated Fleet
- Expedite
- Drop Trailer Capacity
- Power-Only Recoveries
- Cross-Docking
- Warehousing
- Consultative Services
- Consolidations

THE RESULT

Partnering with EASE delivered measurable, lasting improvements across the automotive manufacturer's operations:

- Expedite costs were stabilized and reduced, turning an unpredictable network into a dependable system of reliability.
- Carrier performance elevated, as EASE's managed expedite network began operating like a dedicated fleet, consistent, reliable, and fully aligned with customer standards.
- Issue resolution time improved from 60 minutes to 20 minutes, accelerating responsiveness and minimizing costly downtime.
- Visibility and communication transformed through EASE's two-minute response model, shifting from reactive exception management to proactive, always-on tracking.

By uniting deep automotive expertise with innovative technology and 24/7 support, EASE not only delivered stability and speed but also set a new benchmark for cost efficiency and operational performance.

THE TAKEAWAY

For automotive manufacturers, downtime isn't an option. Stability, visibility, and control are everything.



LEARN MORE

EASE delivered all three. By consolidating an unpredictable expedite network into a single-source logistics model, EASE created a system of reliability, empowering one of the world's premier automakers to operate with greater precision, confidence, and cost efficiency.

That's the power of partnering with EASE, the purposefully human, tech-enabled 3PL built to deliver.