



## Kavanaugh Restaurant Equipment Improves Efficiency in Delivery Operations with NetScore



### Introduction

Kavanaugh Restaurant Equipment is a leading regional provider of restaurant equipment and supplies in the US with over 30 years of industry experience. Kavanaugh turned to NetScore to improve its delivery operation efficiency from inside NetSuite. NetSuite ERP supports Kavanaugh's operations. NetScore streamlines the process by providing an integrated delivery routing solution within NetSuite.

### Challenges

The manual processes used by Kavanaugh to plan and manage deliveries were inefficient, outdated, and lacked accuracy. Manual processes led to inaccuracies in delivery routes and delays in deliveries which caused customer dissatisfaction. The company needed a way to automate its delivery route planning process and increase visibility into the entire operation from start to finish.



**Company:** Kavanaugh Restaurant Supply

**Website:** [www.shopkrs.com](http://www.shopkrs.com)

**Industry:** Food and Beverage

**Country:** Wisconsin, United States

**Product:** NetScore Delivery Routing for NetSuite

*"We're at least 25% more efficient after implementing NetScore automation."*

**Kristi Kavanaugh**, Sales Manager, Kavanaugh Restaurant Supply



## Result

Kavanaugh experienced several benefits by using NetScore to extend its NetSuite ERP system. By utilizing NetScore's Delivery Routing for NetSuite, Kavanaugh automated many manual processes, such as task assignments, re-assignments, and route planning. This automation improved their operations' efficiency and streamlined their employees' workflow, leading to less confusion and fewer errors. Additionally, the automated truck capacity planning feature allowed Kavanaugh to automatically plan their truck capacity based on the weight and volume of orders, optimizing their loading process and maximizing their truck capacity. "So something that used to be about 20 steps has gone down to one step for us," said Kristi Kavanaugh.

The delivery routing services also provided real-time tracking of deliveries, personnel allocation, and delivery status, which helped Kavanaugh to track their deliveries better, increasing accountability and transparency. This allowed them to identify and resolve issues quicker, and it allowed customers to track their deliveries in real-time.

### Reduced Delivery Times, Fewer Miles Driven, and Lower Costs and Delays

NetScore's Delivery Routing for NetSuite helped Kavanaugh to optimize delivery routes and improve order processing, which led to reduced delivery times and fewer miles driven, ultimately reducing costs and delays for the company. "We're saving

ourselves a ton of time and having greater accuracy by having less human intervention. We're not asking ourselves, 'Did I apply that right?' 'Did I pick the best route?' 'Did I accidentally key in the wrong number?' All of that has gone away," shared Kavanaugh, "We're looking almost to gain a complete headcount." The route optimization software has also allowed them to respond to traffic, weather, and other factors affecting delivery times.

Additionally, Delivery Routing for NetSuite provided Kavanaugh with secure data storage and reporting capabilities helping them to understand its performance better and identify areas for improvement. The company also benefits from collecting digital signatures and taking photos of delivered items, providing added security and accountability for deliveries.

### Better Efficiency Solid ROI

"We're at least 25% more efficient right now with several processes. The new efficiencies touch multiple teams and have given everybody some of their time back, not to mention not having to worry about small mundane things that escalate into big problems. I think that speaks volumes of our return on investment," said Kavanaugh. Overall, NetScore's Delivery Routing for NetSuite helped Kavanaugh Restaurant Equipment to improve efficiency, accountability, customer satisfaction, and employee satisfaction while reducing costs and delays.

***"We're gaining back at least 2 -3 days a month of a team member's time, while we're increasing customer satisfaction."***

**Kristi Kavanaugh**, Sales Manager, Kavanaugh Restaurant Supply