

CASE STUDY: AFTER HOURS SUPPORT

After Hours Support Saves a Shipper Thousands in Staffing Costs

THE CHALLENGE:

A national produce shipper was facing a dilemma: either absorb the risk and costs that accompany a missed, delayed or cancelled shipment after 5 PM or hire an after-hours employee with a salary and overhead expenses.

THE SITUATION



AFTER HOURS BLIND SPOTS

The shipper's team clocked out at 5 PM, but their freight didn't. When a reefer unit failed, a truck broke down, or a carrier fell off a load overnight, there wasn't anyone available to intervene and solve the problem.

HIGH STAKES IN PRODUCE LOGISTICS

When a **temperature-controlled load** was delayed or cancelled after hours, our shipper didn't have the support to call carriers, alert customers, or rebook trucks. It was morning by the time they knew of any issue and had already lost valuable time on the product's shelf life and damaged their retailer relationship.



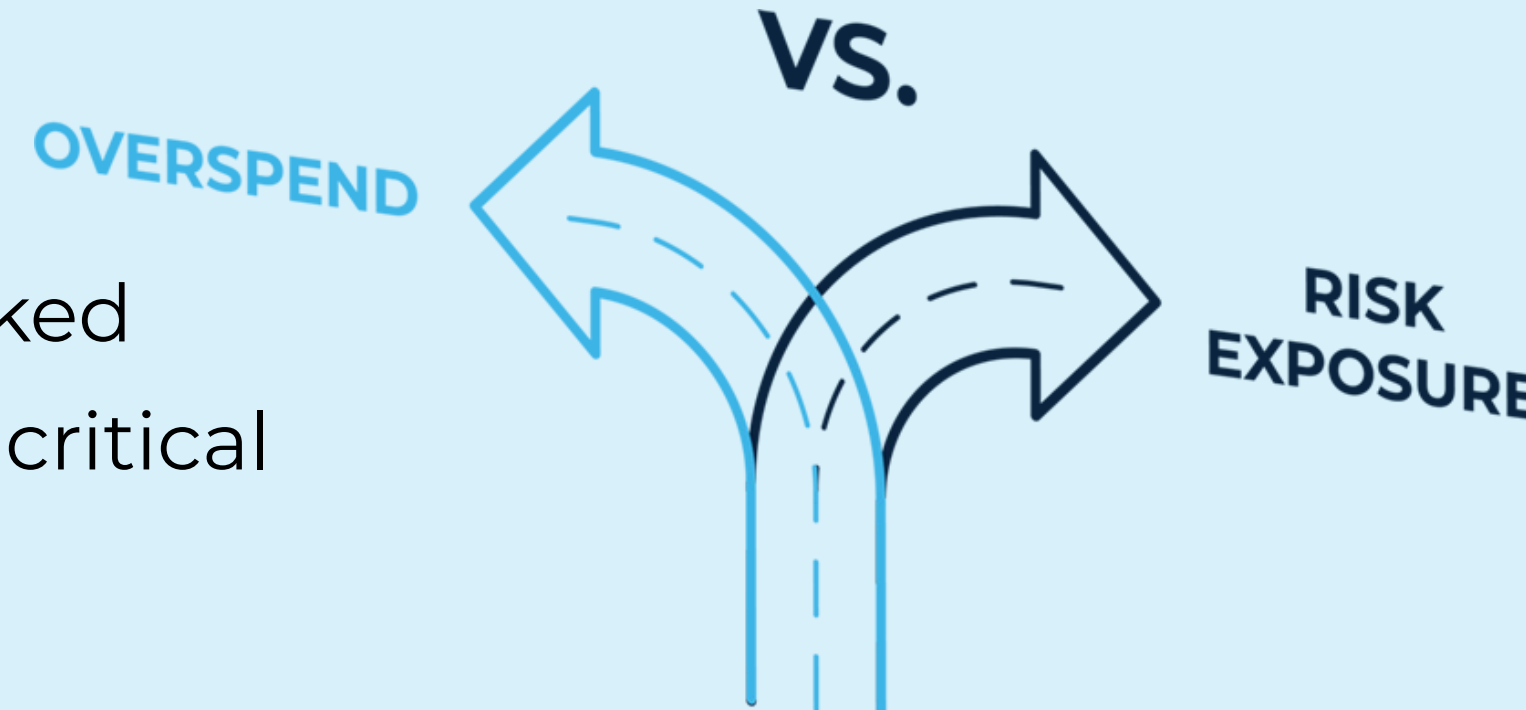
- SALARY
- TAXES
- BENEFITS

COSTLY CONSIDERATION

To cover these risks, the shipper considered hiring their own after-hours support team, which meant additional overhead like paying salaries and covering a portion of benefits.

PROBLEM

Without a cost-effective option, the shipper risked either overspending on internal staff or missing critical after-hours disruptions with no solutions.



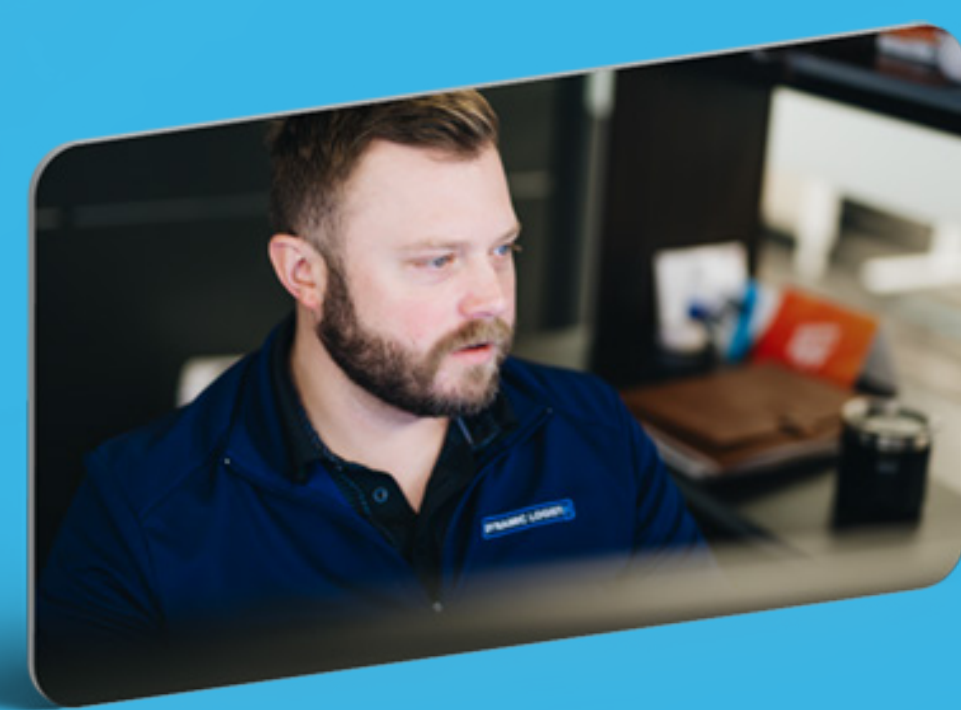
IMPACT:

DELAYED RESPONSES TO REEFER ISSUES MIGHT TURN INTO A SPOILED PRODUCT, CANCELLED ORDER, AND STRAINED RETAILER RELATIONSHIPS.

The shipper was looking for protection without the overhead.

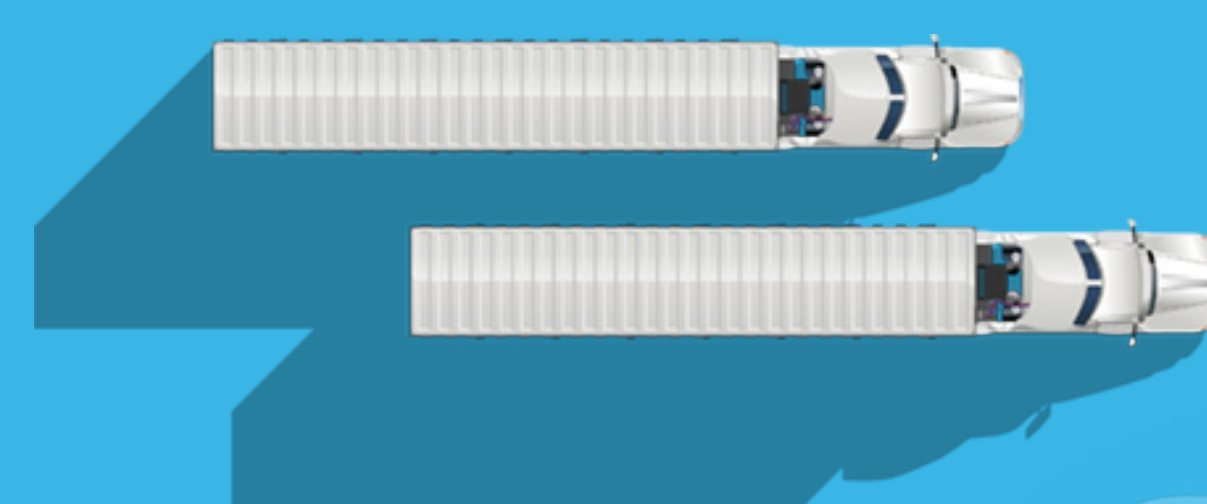
THE SOLUTION

Partnering with DLX allowed the shipper to leverage our in-house **After-Hours Support team**—fully staffed, always on, and already integrated into their operations.



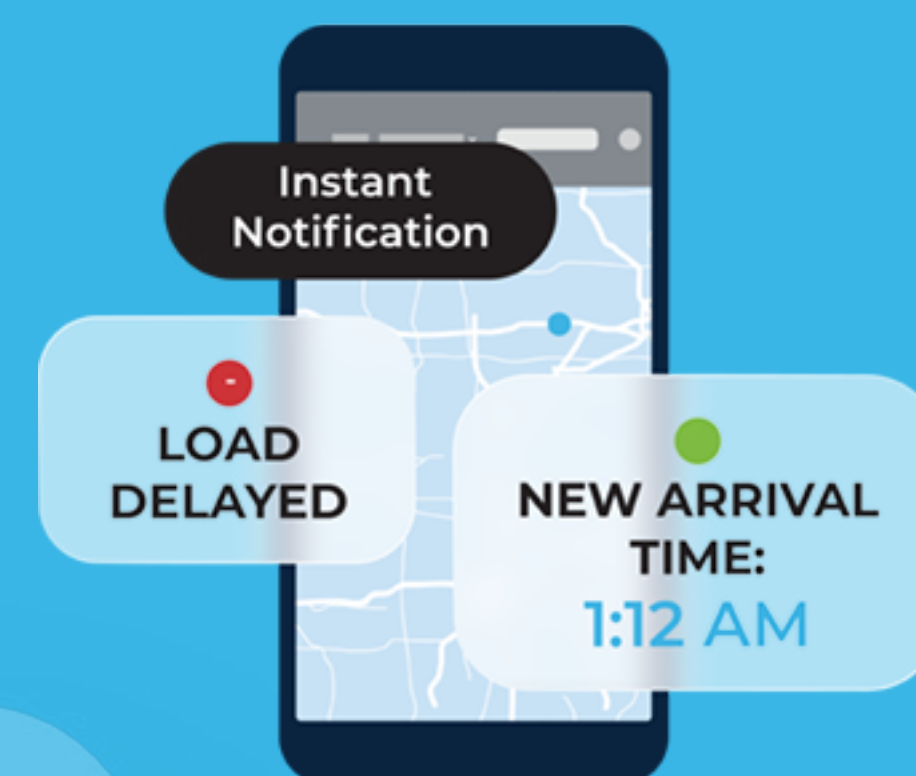
DEDICATED AFTER HOURS COVERAGE

DLX's team monitored loads overnight, fielded calls, and proactively managed exceptions.



CRITICAL REEFER MONITORING

When a **refrigerated shipment** ran into a carrier who had a mechanical issue, DLX immediately alerted the client and coordinated a rescue load to keep the product moving to its destination.

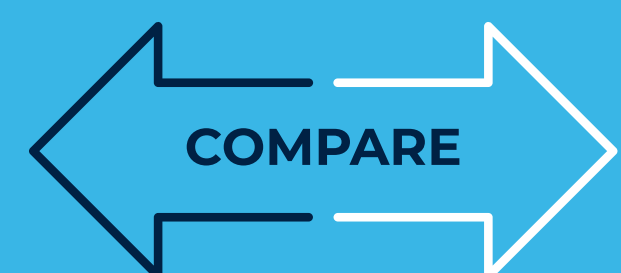


INSTANT NOTIFICATIONS

Shipper's team received detailed alerts by email and text for the delay.

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INTERNAL STAFFING



INCLUDED WITH DLX PARTNERSHIP

COST SAVINGS

Instead of building an internal team, the shipper accessed DLX's shared after hours crew at a fraction of the cost.



LONG-TERM VALUE

The shipper gained not only savings, but peace of mind knowing someone was keeping an eye on their freight and proactively finding solutions, both day and night.

OUTCOME:

THE SHIPPER AVOIDED THE COST OF HIRING AN IN-HOUSE AFTER-HOURS SUPPORT TEAM, PROTECTED HIGH-RISK REFRIGERATED FREIGHT, AND STRENGTHENED RETAILER CONFIDENCE WITH 24/7 RESPONSIVENESS.