

# DO IT BEST AND RYDER: BUILDING BETTER TOGETHER

For nearly 40 years, Do it Best Corp. has partnered with Ryder for transportation solutions. Beginning with full service leasing vehicles in the early 1980's to choosing Ryder for its industry leading Dedicated Transportation Solutions in 1986, the two companies have built a successful partnership through excellence and continuous improvement. In this report, learn what led to Do it Best outsourcing its transportation, how Ryder has improved the solution over the years including piloting its new innovative technology RyderShare™, and why the partnership was pivotal in overcoming business surges, especially during the coronavirus pandemic.



# THE OUTSOURCING DIFFERENCE

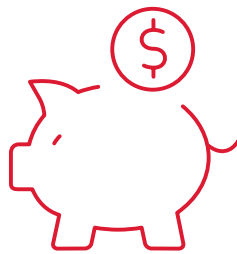
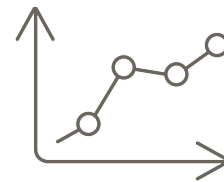
Since partnering with Ryder, Do it Best achieved:

---



100%  
visibility of freight movement

50%  
increase in productivity



35%  
labor efficiency  
savings

3,600 weekly deliveries



25+ million miles run annually

---

---

When the COVID-19 pandemic hit in early 2020, all eyes turned to supply chains. Organizations needed logistics and transportation networks that could withstand shocks, maximize opportunities, and flex with business fluctuations. No matter what the disruption, this requires high levels of supply chain resilience, or the ability to make and deliver products despite the complexities that may stand in the way.

For Do it Best Corp., a Fort Wayne, Indiana based member-owned home improvement co-op, resilience meant keeping shelves stocked at its member-owned home improvement store locations nationwide. And, it meant relying on its long-time transportation solutions provider – Ryder – to keep business moving.

Founded in 1945 with the goal of “Helping our members grow and achieve their dreams,” Do it Best has expanded from a Midwest regional co-op to a global industry leader serving thousands of independently owned hardware stores, home centers, lumberyards, commercial/industrial distributors, and e-tailers across the US and in more than 50 other countries.

The Do it Best and Ryder partnership began in the 1980s, when the company first leased trucks from Ryder. In 1986, Do it Best partnered with Ryder for a Dedicated Transportation Solution at its warehouse location in Medina, Ohio. As part of the solution, Ryder provided trucks and drivers as well as transportation management through routing and scheduling. In 1987, Ryder began operating a second location in Cape Girardeau, Missouri. A third location was added in 1989. Since then, the partnership has grown to include six of the eight Do it Best distribution centers today. Ryder provides more than 160 customized commercial vehicles and more than 215 drivers to Do it Best.

“The decision to outsource our transportation is based on the approach of allowing us to focus on our core competencies while partnering with an organization that excels in transportation,” says Tim Miller, Vice President of Logistics for Do it Best.

“Ryder is an established provider of transportation services and has a long track record of demonstrating excellence and providing value to their customers. This is exactly what Do it Best was looking for in developing a long-term partnership.”

The more than 40-year-old partnership is steeped in dedicated customer service and continuous improvement that creates value – something both companies are keen on. For Do it Best, it is benefitting from high-quality, damage-free, and on-time deliveries by trained professional drivers, as well as collaboration that allows the partnership to grow and overcome any disruptions whether industry-based or a pandemic.

## Building the Future

In 2019, Do it Best began piloting Ryder’s newest technology RyderShare™. A digital collaboration platform, RyderShare™ breaks down silos by giving complete visibility to the movement of goods through the supply chain. It gives all stakeholders the ability to see and act on the movement of those goods in real time. In other words, all stakeholders can see the same information on their screen at the same time, so everyone is in agreement on exception management solutions.

RyderShare™ easily integrated into the new Do it Best transportation management system that worked hand-in-hand with its forecast replenishment system and warehouse management system.

“The Do it Best team welcomed the opportunity to pilot RyderShare™,” says Tom Mowery, Outbound Operations Manager for Do it Best. “Until RyderShare™, we had visibility of our products until we loaded them onto a Do it Best trailer. Then we were essentially blind. RyderShare™ changed that.”

The platform more than proved its worth during the pandemic, especially when Do it Best suddenly found itself managing as much as three times its normal order volume.

---



"It's one thing to manage upwards of 400 routes per week, but it's another thing entirely to have to oversee 800 delivery routes across tens of thousands of miles nationwide," says Miller, who was doing exactly that during the height of the pandemic. "Without RyderShare™ it would have been next to impossible for us to maintain the service and the on-time performance that our retailers have come to expect."

At any given time, Do it Best associates can access RyderShare™ right from their desktops and have the information they need at their fingertips. According to Mowery, the platform serves as a primary support tool for team members who work to ensure that its member stores have the products that their end customers need.

Prior to RyderShare™, if a member store wanted to know the status of a delivery, they had to go through a cumbersome

process. The store would call the Do it Best customer service center in Fort Wayne. The customer service rep would then call Ryder. The Ryder representative would call dispatch or the driver. And, then the phone calls went in reverse – Ryder representative to Do it Best representative to member store. Now, a process that took several phone calls and hours to complete takes just minutes in RyderShare™.

"They can simply click on a route or a store and drill down to find out exactly where any order is at any given time," says Mowery, whose team also utilizes RyderShare's predictive business intelligence (BI) tool to identify potentially late deliveries or other issues well in advance—versus after they become real problems. As a result of these new processes, Do it Best was able to increase productivity by nearly 50%.

"We get email alerts that we can share with our retailers and use them to notify stores about delivery updates," says Mowery. "We know if a shipment left on time, if it's running early, or—in very few cases—if it's running late."

Those late instances are so few, in fact, that Do it Best posted a record on-time delivery performance of 95% in mid-2020. "That was an all-time record and we're very proud of it," says Miller. "We couldn't have done it without Ryder as a transportation partner and without all of the drivers and support that we get from its network."

During May 2020, Do it Best dispatched over 800 additional routes versus the previous year. This increase translated into thousands of additional deliveries that could have resulted in customers calling to ask, "When will my truck be here so that I can plan accordingly?"

Without the collaborative platform, Miller says responding to those requests would have been impossible.

"We can always figure out a way to pick the merchandise and load the trailers, but that's meaningless unless we have a tractor, an extra trailer, and an extra driver to dispatch. Ryder's never missed a beat on that front, which is outstanding," says Miller.

"Now, with RyderShare™, we can manage our network even more effectively. Our members have come to expect high levels of service, and we're able to continue delivering on that promise."

## About Ryder System, Inc.

Ryder System, Inc. is a leading logistics and transportation company. It provides supply chain, dedicated transportation, and commercial fleet management solutions, including full service leasing, rental, and maintenance, used vehicle sales, professional drivers, transportation services, freight brokerage, warehousing and distribution, e-commerce fulfillment, and last mile delivery services, to some of the world's most-recognized brands. Ryder manages more than 235,000 commercial vehicles and operates more than 300 warehouses encompassing approximately 63 million square feet. Ryder is regularly recognized for its industry-leading practices in third-party logistics, technology-driven innovations, commercial vehicle maintenance, environmentally friendly solutions, corporate social responsibility, world-class safety and security programs, military veteran recruitment initiatives, and the hiring of a diverse workforce.



## About Do it Best Corp.

Based in Fort Wayne, Ind., Do it Best Corp. is the only US-based, member-owned comprehensive and fully integrated hardware, lumber, and building materials buying cooperative in the home improvement industry. With annual sales surpassing \$5 billion, Do it Best Corp. serves thousands of member-owned locations across the United States and in more than 50 other countries. For more information, visit [doitbestonline.com](http://doitbestonline.com).

