



 loadsmart

OPENDOCK™

SnoTemp°

HOW SNOTEMP UNLOCKED DOCK SCHEDULING PRODUCTIVITY ACROSS 3 FACILITIES THROUGH OPENDOCK'S API



CUSTOMER CASE STUDY

How SnoTemp Unlocked Dock Scheduling Productivity Across 3 Facilities through Opendock's API

CUSTOMER CASE STUDY

CHALLENGE

Unreliable, manual dock scheduling using spreadsheets, causing inefficiencies and frequent data loss.

OPPORTUNITY

Utilize Opendock's API to improve data accuracy and automate workflows with real-time WMS synchronization.

RESULTS

Greater operational efficiency, reduced manual work, improved visibility, and eliminated system downtime



ABOUT SNOTEMP

Since 1957, SnoTemp has built a reputation for quality customer service by offering a variety of storage and value-added services to meet our customer's needs. With 820,000 square feet of temperature-controlled storage between -20 F and +70 F, SnoTemp offers convenient storage & supply chain services for local, national and international customers.

BEFORE OPENDOCK

SnoTemp faced significant challenges with its previous dock scheduling process. Initially, they relied on a combination of Excel and Google Sheets to manage appointments, which presented various limitations, particularly in terms of collaboration and reliability. The manual nature of their scheduling meant that their Customer Service Representatives (CSRs) had to coordinate appointments via phone calls and emails, leading to communication delays and potential errors.

The Google Sheets system, while offering some level of flexibility, was prone to downtime, especially when the system updated or changes caused data loss. This often forced their team to recreate schedules from scratch, which not only increased their workload but also hampered their efficiency. Furthermore, SnoTemp's custom-built solution lacked external support, meaning any technical difficulties had to be resolved internally, which consumed valuable time and resources. In this environment, the need for a more robust, scalable solution became evermore apparent.

With these challenges in mind, SnoTemp turned to Opendock, a digital dock scheduling solution, to improve their scheduling operations. Opendock presented an opportunity to address their most pressing pain points and offer several key improvements.

[Learn More About Opendock](#)



RESULTS



DATA ACCURACY AND AUTOMATION

One of the key improvements for SnoTemp in adopting Opendock was the easy integration between Opendock's API and their existing WMS. This integration eliminates the potential for human error. By automatically feeding data from their WMS into Opendock, appointment details no longer need to be inputted manually, as the data from the WMS instantly populates critical appointment data within Opendock.



“If it’s an inbound load, all the CSR has to do is put in a receipt number and then in a few seconds that whole appointment gets populated from our WMS into Opendock.”

– Shawn Thomas (IT Manager, SnoTemp)



TIME SAVINGS

SnoTemp's CSRs save a significant amount of time due to the automated nature of the integration between the WMS and Opendock. An additional email notification system was introduced, alerting the CSRs when data discrepancies occur, further bolstering data accuracy as well as time savings. This not only reduces the time spent managing schedules but also ensures that the information available is precise and up-to-date.



BETTER VISIBILITY WITH TV MODE

Opendock also provided SnoTemp with better visibility into their operations. One notable feature was the introduction of TV Mode, which displays real-time scheduling information directly on the dock floor. This allows dock workers to monitor appointments without the need to rely on constant communication with the CSRs. Coupled with color-coded tags for each appointment, the teams are given quick insights into the condition of shipments, such as delays or issues, reducing the need for constant radio communication while keeping everyone aligned.



“We have TVs on some of our docks and our team can look at them and have a quick look on what’s going on with that load without being on a radio, it’s all right there on the schedule on the TV.”

– Trent Camul (IT Support Specialist, SnoTemp)



RESULTS



CONFIGURABLE DATA

With the addition of customizable load tags and color-coded statuses, SnoTemp's team has been able to tailor Opendock to their specific needs. The ability to adjust and configure the system in a way that suited their workflows was particularly valuable given the seasonal nature of their operations, where appointment volumes fluctuate.



SnoTemp no longer faces the operational disruptions that they used to experience before Opendock was implemented.



SYSTEM RELIABILITY

One of the most significant benefits Opendock brought to SnoTemp's operations was an increase in system reliability. The issues of system downtime and data loss that plagued their previous spreadsheet-based method were eliminated. As a result, SnoTemp no longer faces the operational disruptions that they used to experience before Opendock was implemented.

Schedule a
demo to see how
Opendock can
transform your
dock efficiency.

REQUEST A DEMO





WE ARE LOADSMART

Loadsmart empowers businesses to move more with less by providing transportation services and technology to reduce freight spend, increase service levels, and improve overall productivity.

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