



NEWS RELEASE

# Schneider's Supply Chain Management Team Delivers Record ROI for Its Customers in 2019

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Company Earns Top Marks in Cost Savings, On-Time Service and Primary Carrier Utilization

GREEN BAY, Wis.--(BUSINESS WIRE)-- Schneider (NYSE: SNDR), a premier provider of trucking, intermodal and logistics services, continues to optimize its customers' networks and save costs within their supply chains. The company follows a self-developed continuous improvement methodology to yield high rates of return for its customers leveraging the company's Supply Chain Management division. In 2019, Schneider achieved an all-time average high of 90.35% return on investment (ROI) for its customers.

The company defines ROI as the cost savings compared to what a customer spends on the company's services. On average, Schneider saved customers \$1.90 on each \$1 they invested in its services in 2019.

Along with delivering a record ROI for its customers, Schneider achieved a 98% on-time service average and a 90% primary carrier utilization rate.

As one of the largest asset-based logistics providers in America, there's no shortage of resources and strategies Schneider uses to serve its customers. Account managers, analysts, buyers, engineers and other Schneider team members provide support to ensure customers' transportation networks are optimized to eliminate unnecessary costs.

Schneider's experts provide recommendations to standardize work processes for efficiency while digitizing KPIs and scorecards. This work is done with a complete focus to improve operational visibility by leveraging its suite of predictive tools and network visualizations.

"We meet our customers where they are in their journey to supply chain maturity and effectiveness," said Erin Van Zeeland, senior vice president and general manager of Logistics services at Schneider. "This helps them achieve success at the rate and pace that is optimal for their enterprise. Our job is to continuously identify, design and implement improvement opportunities for customers, their customers and our business; this is deeply ingrained in who we are and in what we do."

Schneider's continuous improvement methodology is comprised of four strategic pillars:

1. **Integration:** Schneider identifies inefficient processes, maps networks, deploys KPIs, develops carrier quality scorecards and seamlessly integrates with a new customer's business. A regular cadence is established to review metrics and cost savings.
  2. **Collaboration:** A cost savings program is established to include the use of an Engineering Baseline Analysis. Customers experience enhanced track and trace visibility via a customized portal that also provides interactive access to all reporting and business intelligence needs.
  3. **Anticipation:** Schneider improves modeling and forecasting by actively deploying robotic process automation (RPA) and incorporating it into performance and network optimizations. Visualization of a customer's network is incorporated to achieve more strategic cost savings opportunities.
  4. **Orchestration:** Customers are provided a 3-year strategic roadmap to continually drive transformative change across transportation, inventory, labor and facility planning. Schneider continues to invest in value-added technology and leading disruptors to ensure cost savings continue.
- To learn how Schneider applies its leading approach to identify opportunities that increase value and drive deeper results, visit **Schneider.com**.

## About Schneider

Schneider is a premier provider of transportation and logistics services. Offering one of the broadest portfolios in the industry, Schneider's solutions include **Regional** and **Long-Haul Truckload, Expedited, Dedicated, Bulk, Intermodal, Brokerage, Warehousing, Supply Chain Management** and **Port Logistics**.

With nearly \$5 billion in annual revenue, Schneider has been safely delivering superior customer experiences for over 80 years.

For more information about Schneider, visit **Schneider.com** or follow the company socially on LinkedIn and Twitter: @WeAreSchneider.

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Schneider

John Claybrooks

**media@schneider.com**

920-592-MKTG (6584)

Hiebing

Erin Elliott

**eelliott@hiebing.com**

920-592-3555

Source: Schneider SNDR