

TONY'S FINE FOODS IS THE LARGEST PRIVATELY-OWNED DISTRIBUTOR OF DELI, BAKERY, FOOD SERVICE, SPECIALTY, AND PERISHABLE PRODUCTS IN NORTHERN CALIFORNIA. TONY'S FINE FOODS' FLEET TRAVELS MORE THAN 130,000 MILES EACH WEEK, OFFERING DISTRIBUTION SERVICES FROM SEATTLE AND PORTLAND, DOWN THROUGH THE COASTS AND VALLEYS OF SALINAS, BAKERSFIELD, LOS ANGELES, AND INTO WESTERN NEVADA. AS A BUSINESS THAT HAS BEEN AROUND FOR MORE THAN 75 YEARS, TONY'S FINE FOODS TAKES CUSTOMER SERVICE SERIOUSLY.



Eliminating Invoices, Gaining Proof of Delivery and Driver Visibility

The CIO of Tony's Fine Foods, Mark Geery, is dedicated to implementing technology solutions that help the Company reduce costs, improve service and allow for seamless growth.

Like many food distributors, Tony's Fine Foods had a cumbersome, error-prone invoicing process. Geery and the team evaluating solutions, knew there had to be a solution that could eliminate the amount of paper and resources used for its two-part invoicing system..

Additionally, Tony's wanted to increase the accuracy of the Company's deliveries. While the drivers were hardworking and extremely trusting, because of numerous mixed-stop pallets, packages were still occasionally misplaced or delivered to the wrong location. This jeopardized the client relationship and also caused the business to issue credits for overages, shortages or damaged (OS&D) items, another cumbersome process that could be avoided by automating deliveries and having integrated barcode scanning.

Enterprise Mobility Transforms Invoicing and Delivery Processes

Tony's Fine Foods selected Airclit's Food Perform® product for the job. They were attracted to the simplistic, packaged design of the product, eliminating the need for a costly and complicated customization.

"Our drivers had been using onboard computers and mobile devices for several years. Adding this software was a fairly quick and smooth process," said Geery.

Food Perform's real-time communication, including electronic signature capture, is able to replace the industry-common two-part invoice and the vast resources dedicated to processing these documents.



"Like socks in the dryer, boxes just go missing for some reason. With Food Perform, we scan each package and have almost eliminated OS&Ds."

Mark Geery, CIO, Tony's Fine Foods

Food Perform's flexibility allows Tony's to create individual driver tasks including deliveries and pick-ups, while mobile forms allow the Company to collect unique information, such as pallet count or temperature.

By giving drivers the tools to scan each package upon pick-up or delivery, Food Perform is able to give Tony's Fine Foods visibility into where OS&Ds occur, providing an audio alert if a delivery error is about to occur.

Eliminating Two-Part Invoices: \$115,000 per year

Reducing OS&Ds: \$117,000 per year

Saving the loss of a customer: Priceless

After deploying Airclic's Food Perform, Tony's Fine Foods saw an impressive return on its investment in addition to increased overall customer and driver satisfaction. The Company estimates approximately \$115,000 per year saved from eliminating two-part invoices and processing costs. Additionally, an estimated \$117,000 per year is saved avoiding OS&Ds. While it cannot be directly quantified, Geery marks the biggest return of this investment is the satisfaction of addressing core challenges and making significant strides towards achieving a perfect delivery invoice.

Tony's Fine Foods is continuing to see tremendous results that it didn't anticipate, such as growth without adding more resources.

**FOOD PERFORM
HAS HELPED
TONY'S FINE
FOODS SAVE:**

\$45,000 each year
by eliminating
two-part invoices

\$117,000 each year
in reduced OS&Ds

\$70,000 each year
by eliminating the
scanning of PODs



**Gain a competitive
advantage with
Airclic**

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