



FRANK LEO

BUSINESS CASE



Supply Chain & Logistics Operating System

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EXECUTIVE SUMMARY

Frank Leo is a logistics operator specialized in providing transportation and logistics services for a variety of industries. The company, based in Santo Domingo, Dominican Republic, has been in business for over 33 years and has built a reputation for providing reliable and efficient services to its customers. However, the company was dealing with not having access to accurate data to analyze and optimize its operations. The company has been using traditional logistics software that does not include advanced business analysis techniques, which hindered transparency and deep operations analysis.

To address this issue, Frank Leo partnered with **Grydd**. It offers a smart operating system that uses **Artificial Intelligence and Machine Learning** to optimize logistics operations and reduce costs. Grydd OS provides a single platform to manage Frank Loe’s assets, products, productivity, and functions. The system can also **track financials, manage prices and costs**, and **centralize document management**.

ABOUT FRANK LEO

Frank Leo is a logistics operator that provides transportation and logistics services for multiple industries. They offer all the services involved in the logistics supply chain. The company has an experienced and dedicated professional team that ensures that all shipments are delivered on time and in good condition. The company is deeply committed to safety and compliance and regularly trains its employees on safety procedures and regulations.

The company’s goal is to provide the best possible service while keeping improving its operations to meet its **clients’ changing needs**. Frank Leo understands the importance of the timely delivery of goods. Therefore, it has implemented strict guidelines and protocols to ensure that all shipments are delivered on time and in good condition. The company also has a customer-centric approach and offers customized logistics solutions to its clients.

Frank Leo’s logistics operations include transportation, warehousing, customs brokerage, and freight management services. They also count on a logistics expert team that can run successfully any non-conventional shipping and logistics requirement, to help customers efficiently manage their transportation and shipping needs.

IMPLEMENTATION PLAN

Frank Leo partnered with Grydd OS to address the problem of a lack of accurate data to analyze and optimize its operations. The process included the following stages:

1. Discovery: The first step was to comprehend Frank Leo's current logistics operations and identify their needs, opportunities, and liabilities. It was accomplished through meetings and discussions with key stakeholders from Frank Leo.
2. Design & Ideation: Based on the information gathered in the discovery phase, Grydd OS’s team designed and modeled their **technology** to provide accurate data for analysis and decision-making.
3. Present Proposals: Grydd OS presented their proposals and solutions to Frank Leo and made changes based on their feedback.
4. Development and Implementation: Once they found the solution, Grydd OS began to develop and implement new technology. This new one took into account the **integration** of Grydd’s system with Frank Leo's existing software and the training for Frank Leo’s employees on how to use this new technology.
5. Hyper-customer care: After implementation, Grydd OS provided training and support to Frank Leo's employees and its customers, and network partners to adequately ensure the application and usability of the technology.

RESULTS

The implementation of Grydd OS has significantly Impacted Frank Leo's operations. The company was able to:

- Improve efficiency and reduce costs by using accurate data to optimize their processes.
- Analyze the performance of service vendors and detect and predict budget fluctuations.
- Create strategies for customers based on real-time data
- Evaluate Frank Leo's sales team's internal performance

All of these were accompanied and supported by a present and flexible customer success team that considered Frank Leo's feedback as the most significant input and the motor to keep developing a technology. It is important to note that this is based entirely on the customer's needs.

CONCLUSION

The implementation of Grydd OS has significantly impacted Frank Leo's operations, improving efficiency, reducing costs, and providing real-time data for better decision-making. Frank Leo's partnership with Grydd OS allowed the company to access accurate data to analyze and optimize its operations, which improved overall performance and customer satisfaction. The company's goal is to provide the best possible service to its customers and continuously improve its operations to meet their changing needs, and Grydd OS helped them to achieve this goal.

In the long term, Frank Leo plans to evaluate and implement more of Grydd's modules, which offer a complete creation and traceability of logistics processes, to take full advantage of the innovative technology and customer-centered strategies offered by Grydd OS. This action will further improve the company's operations and provide an even greater level of service to its customers.