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Mark A. Drewry, Senior Engineering Consultant
J.B. Hunt Transport Services



J.B. Hunt continues to lead the way with Manhattan Carrier™

J.B. HUNT FACES GROWING BUSINESS AND COMPLEX DEMANDS

J.B. Hunt Transport Services, Inc. is one of the largest transportation logistics companies in North America and transports full truckload freight to customers throughout the continental U.S., Canada and Mexico. Its fleet includes 10,500 company-owned tractors, 1,294 independent contractors and 49,733 trailers/containers.

By providing capacity-oriented solutions centered on delivering customer value and industry-leading service, J.B. Hunt has received recognition in the industry and among its customers. The company has been recognized as one of the Platinum 400 best managed companies in America by Forbes magazine.

As business grew and industry demands became more complex, J.B. Hunt reviewed its processes to find ways to more effectively address load planning needs. The company originally implemented the Driver&Load® and Drop&Swap® components of Manhattan Carrier. Happy with the solution and with Manhattan’s services team, J.B. Hunt decided to upgrade to the latest release.

J.B. HUNT UPGRADES MANHATTAN SOLUTIONS TO TAKE ADVANTAGE OF NEW FUNCTIONALITY

Since 1992, Manhattan has continually enhanced solution capabilities while maintaining its standalone best-of-breed tools for transport providers. By upgrading to the latest version of the solution, J.B. Hunt could take advantage of the newer technology and the deeper functionality it offered to better model its business rules.

The solution would further support J.B. Hunt’s planning team. By completing basic planning tasks, the solution could provide accurate recommendations and allow the planning team more time to devote to exceptions and other activities.

UPGRADE PROCESS ENABLES J.B. HUNT TO CLEAN UP PROCESSES AND BETTER LEVERAGE SOLUTION CAPABILITIES

“Manhattan Carrier was already part of our workflow and integrated with our systems. Our team was trained on it and had experience using it. In addition, we



Headquarters: Lowell, AR

Terminals: 95 terminals across the U.S.

Manhattan solutions: Manhattan Carrier™

Challenge:

Company growth and increasingly complex industry demands.

Goal:

More effectively address load planning needs, increase equipment utilization, decrease costs.

Solution:

Manhattan Carrier solutions, Driver&Load® and Drop&Swap®, upgraded to leverage new functionality.

Result:

3% improvement in on-time service; 4% decrease in rework; ability to automatically assign drivers to loads, decrease in costs.

have a strong relationship with Manhattan Associates and are familiar with its outstanding support team. The tools were already deeply embedded into the planning process and our business rules drove corporate strategies from safety and service to driver home-time commitments as well as helping support cost controls," explained Mark A. Drewry, senior engineering consultant at J.B. Hunt.

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J.B. Hunt saw the upgrade as an opportunity to revisit its business rules and clean up many of its systems and processes. In addition, it provided an opportunity to increase the number of users that were trained on the solution and ensure that team members knew how to best leverage the tools.

NOW SERVICE MANAGERS CAN BETTER MANAGE NETWORK AND CONTROL COSTS

The upgrade was such a success that J.B. Hunt saw a 3% improvement in on-time service and a 4% decrease in rework. One of the most significant outcomes was the discovery of the value behind the solution’s capability to automatically assign drivers to loads. J.B. Hunt was so impressed by the solution’s ability to recommend optimal driver to load assignments that the management team decided to allow the tool to tell its systems to automatically plan the trucks without human intervention.

“On any given day, most load planners perform a certain percentage of dispatches that require little thought but a fair amount of time”, says Drewry. “We let the solution dispatch the trucks and loads that don’t require much thought so our load planners can focus their efforts on exceptions that need manual review or intervention.”

Manhattan and J.B. Hunt worked together to take the auto-preplan component to the next level. Today, nearly 8% of J.B. Hunt’s OTR units are being auto-preplanned by Driver&Load, with plans to continually increase this percentage once multiple-dispatch functionality has been implemented.

The enhanced functionality and flexibility of the upgraded Manhattan Carrier solution was an integral part of J.B. Hunt’s strategy to expand its planning model and successfully implement process changes. In addition, the solution helps J.B. Hunt control empty and out-of-route miles, increase equipment utilization and decrease costs.

J.B. Hunt’s area service managers, responsible for load assignments, find the solution a useful tool for executing day-to-day tasks. The solution recommends real-time optimal driver-to-load assignments based on established rules. It can identify exceptions and alert the planning team so that they can proactively seek resolution of any potential issues. By utilizing the solution’s unlimited number of decision variables to accurately model their business, service managers are better able to manage their network and control costs.