



## PLATTCO CASE STUDY / 2024

# INDUSTRIAL VALVE MANUFACTURER FINDS SAVINGS, VISIBILITY WITH JARRETT

**PLATTCO SAW 12.5% SAVINGS IN THE FIRST 90 DAYS WITH JARRETT, EXCEEDING EXPECTATIONS.**

### CUSTOMER

A US-based industrial valve manufacturer specializing in technical expertise and service to optimize dry material applications for customers globally.

### OVERVIEW

Plattco is an integrated manufacturer of industrial valves in Plattsburgh, New York. From its founding in 1897, Plattco sets the standard by which valve performance is measured.

### THE CHALLENGE

Plattco faced a lack of visibility over shipment progress, billing and customer services. There were multiple inefficiencies with their previous 3PL provider leading to miscommunication and accounting errors.

"[The most beneficial addition has been] transparency - no hidden fees, no uncertainty in shipment progress, and a clear, one-stop place to go to for all logistics-related questions," Plattco Finance Director Kari Prevo said. "We no longer are in several different places/companies to obtain information on shipment status, billing, and customer services."



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The excellent customer support level is exactly what Plattco wanted, what Jarrett promised and has delivered."

KARI PREVO, FINANCE DIRECTOR,  
PLATTCO

### THE SOLUTION

In looking for a new North American LTL partner, Jarrett was able to provide Plattco with transparency across the board. Plattco gained insight into shipment progress, a new way to log transactions and unwavering customer support.

#### Cost Savings

Jarrett proposed savings of roughly 7.5% of Plattco's annual spend in the first three months. Plattco realized a CPP savings of 12.5% in the first 90 days, exceeding the 7.5% savings goal.

#### Added Visibility

Previously, Plattco struggled with shipment visibility. Jarrett's Supply Chain Visibility report provides a daily snapshot of all shipments in transit as well as ones that have been recently delivered.

#### PO Management

When Plattco places a PO with a vendor, they notify Jarrett with details. That information is then stored so Jarrett can monitor it and follow up with the vendor with approaching ship dates to ensure it will ship and deliver on time.

#### Freight Bill Audit

Jarrett sends a consolidated weekly invoice with itemized charges and reference numbers to tie additional charges back to the original order. This process eliminates confusion over additional charges received weeks after the initial invoice.

#### Dedicated Team

Jarrett's dedicated team members allowed Plattco to be proactive in solving issues before they arose and solidified a trust-driven working relationship between the partners. Plattco found Jarrett's efficient communication to be critical in planning for supply chain disruptions.