

UNYSON LOGISTICS CASE STUDY



Commercial Furniture Group (CFGGroup) manufactures commercial quality furniture for a wide variety of industries, including education, health care, corporate, government, hotel and lodging, timeshare/leisure, casino, stadium/arena, country club, and retail store planning. CFGGroup is the top provider of restaurant and banquet furniture, as well as training and dining tables, and wood seating. The company is home to leading brands, including Shelby Williams, Falcon, Howe, Thonet, and Epic, and works with some of the largest commercial furniture users in the world. For more information, visit www.commercialfurnituregroup.com.

BUSINESS CHALLENGE

CFGGroup successfully emerged from Chapter 11 Bankruptcy on November 15, 2005. Under new Management, and guided by a new set of core principles, CFGGroup has a renewed focus on efficiency, reliability and customer service. Some of the key areas that CFGGroup identified as critical:

- Having a solid supply chain right out of the box, making CFGGroup a more stable partner;
- Streamlining their infrastructure resulting in much more reliable, on-time delivery of goods;
- Establishing a worldwide supply chain to help deliver best-in-class products on time;
- Creating internal efficiencies that will make CFGGroup highly responsive and easy to work with.

UNYSON SOLUTION

After executing a Logistics Services Agreement on December 31, 2005, Unyson immediately assumed control of CFGGroup's logistics operations on January 3, 2006. To support this effort, Unyson welcomed three long-time CFGGroup transportation employees into its operating team. In doing so, we successfully transitioned some of the back-office activities to Unyson operating offices allowing the on-site employees to focus on more value-added activities. This approach also allowed Unyson to quickly develop strong relationships with CFGGroup Customer Service to improve communication and facilitate exception management.

Utilizing a combination of CFGGroup's and Unyson's systems, Unyson now manages CFGGroup's entire supply chain for parcel, LTL, truckload and expedited shipments to and from CFGGroup locations throughout the world. Unyson's unique approach and flexibility of design has significantly reduced transportation costs, improved visibility to in-transit shipments, improved service and enhanced reporting capabilities.

To date, Unyson has generated savings of more than 20% for CFGGroup.