

Gartner BuySmart™ Powers Transportation Outsourcing Initiative

Industry: Food & Beverage Services
Employees: + 10,000



Mission-critical priority

The vice president of customer service and transformation at a major American food and beverage services provider worked with Gartner to stand up the firm's transportation outsourcing initiative. By leveraging the Gartner BuySmart™ service, the business leader developed a robust contracting process to do business with key 3PL partners and accelerated the outsourcing project timeline.



How Gartner helped

The Gartner BuySmart™ service included:

- **3PL partner** evaluations, statement of work reviews and contract negotiation advice.
- **Peer connections** with those who have completed or are in process on similar initiatives.
- **Review** of business case deliverables, organizational design changes and role/responsibility charts.
- **Inquiry calls** with Gartner experts to understand the benefits and challenges associated with transportation outsourcing.



Outcome

Thanks to Gartner BuySmart™, the client:

- **Moved** into contract negotiations with confidence having gained unbiased and credible advice from the Gartner expert who conducted document reviews.
- **Accelerated** the project timeline for the transportation outsourcing initiative by six months thanks to hands-on, dedicated Gartner support.
- **Prioritized** key 3PL partners, driving efficiency and supply chain value-add.