



HOW CASCADES USES OPENDOCK TO CENTRALIZE DOCK SCHEDULING PROCESSES FOR 63 PLANTS



CUSTOMER CASE STUDY

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Cascades leverages Loadsmart's dock scheduling platform, Opendock, across its facility network to improve visibility, create consistent processes, reduce manual labor, and improve carrier relations.

CHALLENGE

Decentralized scheduling and limited visibility to dock appointments created internal inefficiencies as well as communication challenges with carriers.

OPPORTUNITY

Implement a single, centralized dock scheduling platform to create consistent processes and give carriers easy access to online scheduling.

RESULTS

Standardization and process improvements, better visibility, improved carrier relationships, and fewer delayed shipments.



ABOUT CASCADES

Cascades is a leader in eco-responsible packaging, hygiene, and recovery solutions. For over 60 years, this Canadian company has been committed to operational excellence and has championed the circular economy by revitalizing materials to reduce environmental impacts. Cascades operates close to 70 plants across Canada and the United States, with locations in Quebec, Ontario, Alberta, British Columbia, Manitoba, New York, Virginia, North Carolina, Oklahoma, and Tennessee. Cascades offers more than 500 products and services and employs over 10,000 people. The company stands as a testament to community and sustainability and is consistently recognized among Canada's Top 100 Employers and leading corporate citizens.



ABOUT DORIANE PRESSE

Doriane Presse is a seasoned logistics professional with 10 years of experience in the industry. She has held several roles of progressive responsibility at Cascades over the past six years and is currently the Senior Logistics Supervisor based in the Ottawa region, operating out of Cascades' South Shore offices in Quebec. She oversees the logistics operations team and the customs compliance team. Cascades' transportation operations are largely automated, with the company taking a tech-forward approach. This leaves Doriane's teams to handle exceptions and challenges as they arise, such as when carriers do not follow through on commitments.

[Learn More About Opendock](#)

BEFORE OPENDOCK

Over eight years ago, Cascades launched a strategic initiative to centralize its logistics operations at the corporate level. As part of the initiative, the team put a bid out to market to find the best dock scheduling platform to help centralize their network. After an analysis of different platforms' strategic benefits and ROI, Opendock (at the time known as AppointmentsPlus) was chosen to expand across their network! By 2020 - 2021, most of Cascades' plants were actively using Opendock.

"Before we rolled out AppointmentPlus, our plants were mostly using Excel sheets or Outlook calendars to schedule appointments and communicate with carriers," said Doriane. "It was very decentralized and gave no visibility to corporate." The lack of visibility into facility schedules or KPIs, such as on-time performance and dwell time, made it challenging to identify process improvements.



"Our carriers are pretty used to Opendock, we don't get a lot of questions from them!"

– **Doriane Presse** (Senior Logistics Supervisor, Cascades)

MIGRATION AND TRAINING

Following Loadsmart's acquisition of Opendock in 2021, the platform underwent a strategic revamp to add new functionality and further enhance the user experience. Migration was divided between different businesses, starting with Cascades' Packaging and Speciality Groups and was segmented by language to make the roll-out easier.

With preparation and a phased implementation approach, Doriane's team successfully migrated the majority of Cascades' plants to the upgraded Opendock platform in less than a year. By 2023, 63 total locations were live with the upgraded Opendock platform!

"The Opendock team was always there to support us," said Doriane, "We had weekly meetings as we onboarded new plants, and as we realized how the platform would work for different plants, we asked for changes as needed. The Opendock team was very receptive to these requests."

With the support of Cascades' sales teams, additional carrier-specific video tutorials and reference documents on booking appointments were provided to carriers, resulting in easy carrier onboarding during the platform switch. According to Doriane, *"Our carriers are pretty used to Opendock, we don't get a lot of questions from them."*

This phased approach with individualized training was successful for Cascades. Doriane added, *"Now, our team is the center of logistics at Cascades and we are much better equipped to support the different sectors of our Supply Chain."*

RESULTS



PROCESS IMPROVEMENTS

As part of the RFP process, Cascades was searching for a platform that would be easy to use and self-explanatory. They found that in Opendock.

“Most users really appreciated the tool from the get-go due to its speed and its nice looks,” said Doriane. “It’s really standardized our processes.” Now, the logistics team can easily input dock availability and carriers are able to book appointments according to labor and space constraints.

Instead of manually communicating with carriers over the phone and email, facility scheduling is managed within a single system. The carriers create regular appointments, and Doriane’s team is only involved for exception management.



GREATER VISIBILITY

“The greatest added value for us is the visibility it gives at all levels. Corporate now has the same visibility as the plant director. That’s good because it helps us know if there’s a plant that is saying it’s overbooked. It allows us to manage their schedule because they simply can’t be overbooked now with Opendock!”

She added, *“It also helps us better plan for holidays. The platform is really helpful for our customer service teams and planners during those days, it has all the information they need!”*



“Our plants simply can’t be overbooked now with Opendock!”

– Doriane Presse (Senior Logistics Supervisor, Cascades)



BETTER CARRIER RELATIONS

Before rolling out Opendock across their network of plants, carriers had a hard time coordinating pickup and delivery appointments. *“The process was very difficult for our carriers to follow since it was different everywhere,”* said Doriane. *“Overall, carriers appreciated the standardization of our systems; it’s much easier for them to have a one-stop platform for both our inbound and outbound shipments at each of our locations.”*

RESULTS



FEWER SHIPMENT DELAYS

There are now fewer shipment delays because appointments are set with the carrier's and the plant's availability in mind. Carriers can easily find appointments that match their service agreements, and congestion in the yard is limited as appointment times are known well beforehand. Logistics team members have the bandwidth to address issues right away instead of spending time manually booking appointments. And because it's easy to see the dock schedule, adjustments can be made when issues do arise instead of rescheduling an entire day to accommodate changes.

FUTURE



In addition to adding a few additional sites to Opendock, Doriane's team plans to leverage the carrier and warehouse insights provided within Opendock to further maximize throughput, minimize waiting times, and generally improve operations. Now that the majority of plants are aligned on a single system, it will be easier to track metrics and benchmark plants' performance against each other to find areas of opportunity.

Schedule a demo to see how **Opendock** can transform your dock efficiency.

REQUEST A DEMO





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