



## On-Site Maintenance and More:

Associated Grocers, Inc. and Ryder stock up on success

### Challenge:

Independent retail grocers rely on shipments from Associated Grocers to keep shelves stocked. Missing one tight delivery window can significantly impact customer satisfaction and business operations.

### Solution:

Through a customized, creative maintenance agreement, Ryder On-Site Maintenance helps Associated Grocers deliver on its promises.

### Results:

With Ryder On-Site Maintenance, trucks are running, shelves are stocked and customers are happy. Associated Grocers consistently hits extremely tight windows for a 99.5 percent on-time delivery rate.

### On time, all the time

For hundreds of independent retailers in Louisiana, Mississippi and Texas, Associated Grocers is the “support center” they need to help manage distribution and ensure that the groceries customers want are available whenever they want them.

“If we say we will deliver at 5 in the morning, our customers expect that we will be there at 5 in the morning,” says Darin Arceneaux, executive vice president of operations and chief financial officer for Associated Grocers, Inc. in Baton Rouge, La. “We have a small delivery window – 30 minutes before to 30 minutes after our commitment - and we hold ourselves accountable to that. We have a 99.5 percent on-time rate and Ryder helps us accomplish that.

“It creates a great competitive advantage - for keeping customers happy, on-time deliveries are right in the sweet spot.”

### Sweet success

Ryder On-Site Maintenance plays a pivotal role in ensuring that the Associated Grocers fleet is well prepared to hit those daily deadlines. With On-Site, Ryder’s professional mechanics work at the customer’s location.

“On-Site Maintenance works perfectly for us – it’s a business solution, not just a maintenance arrangement,” says Arceneaux. “The flow is great. The driver says there’s a problem, talks to someone about getting it fixed and we get it done, right there in our shop.”

“We’re in the distribution business, and our guys are responsible for making sure the fleet delivers,” he says. “If there’s a maintenance issue, the managers can walk from their office, make an inquiry and know exactly what’s going on with the vehicle. This allows for a timely flow of information and helps keep our fleet on the road earning income for our business. It’s a great comfort – and Ryder has great technicians.”

# On-Site Maintenance and More:

Associated Grocers and  
Ryder stock up on success

## Customer Profile



*“Ryder brings the thinking of the entire organization to the table to come up with a great solution.”*

Darin Arceneaux, Associated Grocers, Inc.

### **Innovative solutions for independent grocers**

The partnership between Associated Grocers and Ryder goes back nearly 20 years and is built on great customer service and innovative solutions.

“From my point of view, customer service starts with crafting the maintenance agreement and goes all the way through to the service we get in the shop,” Arceneaux says. “We’re looking for creative thinking as we craft an agreement that makes sense for the age of our fleet and our financial and managerial capabilities, combined with Ryder’s capabilities and flexibilities.”

“Ryder has the ability to bring the whole solution to the table, so it’s not just a maintenance issue. It’s a broader solution. Ryder’s size and resources; the human, intellectual capital; and the scope and flexibility of the company help create a innovative solutions.”

### **Maintaining a competitive advantage**

Looking forward, Arceneaux says innovation and creative thinking will remain essential as companies look for ways to cut costs while managing risks.

“We have high expectations for ourselves and the people we do business with,” Arceneaux says. “We look to Ryder for great models on risk management. It’s somewhat like health insurance – some companies are self-insured, some have high-deductibles. What’s right for your company? We look at how we can shift the risk from Ryder to our company and how that will impact our cost. Ryder develops great models and support systems so we know how much risk to shift.”

The risk analysis, Arceneaux says, must take into account the critical role fleet maintenance plays in Associated Grocers’ success.

“It’s not just that we need to have mechanics to do oil changes. Maintenance is tied to our ability to create a competitive advantage for our company – we’re well known for being there when we say we’ll be there.”



1-800-RYDER-OK (1-800-793-3765)  
[www.ryder.com](http://www.ryder.com)

© Copyright 2013, Ryder System, Inc. • MLC018\_08/2013

DRIVE  
WHAT  
MATTERS™