

Sun Logistics is lowering costs, boosting productivity, and improving efficiency—and they have the numbers to prove it.



## About Sun Logistics LLC

Headquartered in New York City, Sun Logistics provides services to all New York City boroughs and Long Island, and from its Miami service center it services the South Florida region, including the Florida Keys. The carrier employs about 60 office staff and over 90 dock workers and uses the services of 150 independent contractor drivers. The family-owned company, founded in 1973, is a cartage and interline agent providing last mile, first mile, cross dock, temperature sensitive, reverse logistics, residential, consolidation, distribution, freight forwarding, warehousing services.

The LTL carrier has achieved this by using FACTS software from Carrier Logistics Inc., the “Swiss Army Knife” of solutions.

**CHALLENGES:** To use operational, administrative and financial tools to improve efficiency, increase capacity and reduce costs.

Sun Logistics grappled with the challenges presented by its outdated computer systems, leading to inefficient processes and an inability to adapt to the ever-changing demands of its customer base. Faced with the imperative need to enhance customer visibility, reduce reliance on paper-based workflows, and maximize operational efficiency, the company embarked on a mission to embrace cutting-edge technology. In its pursuit of growth and innovation, the carrier undertook a transformative journey to modernize its existing processes and retire antiquated software, ultimately selecting a modern, comprehensive, and seamlessly integrated end-to-end freight management solution.

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*“Through the implementation of FACTS by CLI, we’ve realized significant improvement in key areas of our operation, including lower costs, fewer returns and cargo claims, increased driver and dock productivity, streamlined business processes, and an increase in on-time deliveries. With FACTS we’re taking hundreds of hours of manual work out of our system every month, reducing friction which lets us increase freight volume and boost profitability. We’ve achieved a remarkable return on investment in less than a year’s time.”*

Nathaniel Klein, COO  
Sun Logistics LLC



## SOLUTION

After conducting a thorough evaluation of transportation management software from over ten providers and consulting with fellow LTL carriers who had adopted similar solutions, Sun Logistics made a strategic decision to implement the cloud-hosted SaaS version of the Carrier Logistics Inc.'s (CLI) FACTS freight management software. In May of 2022, FACTS was successfully integrated into Sun Logistics' operations in New York and Florida.

FACTS has transformed Sun Logistics, offering a versatile suite of functionalities that encompass P&D planning, dispatch management, dock management, independent contractor administration, and seamless billing capabilities. Also of importance to Sun Logistics is the software's ability to automate real time reporting on driver and dock productivity, as well as track all aspects of freight operations, including pickups, deliveries and returns. CLI's Dock Management System in tandem with handheld scanners, effortlessly integrates, resulting in substantial improvements in dock productivity, while also giving their customers full visibility into each movement of their freight.

At the heart of Sun Logistics' IT architecture, FACTS stands out for its remarkable flexibility in handling APIs and effortlessly exporting files. This adaptability has facilitated seamless integrations with third-party providers, empowering the company with cutting-edge solutions for mobile communication and image capture on driver tablets, precision routing and navigation optimization, smart OCR Bill of Lading (BOL) capture, and accounting solutions. Furthermore, CLI's strategic partnership with SMC3 has played a pivotal role in streamlining the onboarding process for both customers, underscoring their commitment to efficiency and collaboration. Sun

Logistics is utilizing CLI's LOC-AI module in FACTS that automatically provides information on over 115 categories of pick-up and delivery locations and integrates details for each shipment into shipment entry and rating modules.

Looking ahead, the company is planning to utilize an AI-powered delivery appointment solution for residential customers under development by CLI.

## RESULTS

Sun Logistics is realizing significant and measurable improvements across key operational dimensions through the implementation of FACTS, including:

- Decreases in total expenses of 11% and in P&D costs of 12%
- A reduction in returns of 51% and in cargo claims from .3% to .1% of revenue
- An improvement in the processing of freight bills of about 50% per hour
- An increase in P&D driver productivity of 8% per day and a 15% improvement in the number of stops per hour
- An improvement in cross dock freight handling efficiency from 10% to 90% enabling the ability to make the first daily P&D stop 58 minutes earlier
- An increase in the on-time delivery rate from 97% to 99%

FACTS allows Sun Logistics to optimize routes, loads and equipment and efficiently share timely information with its customers. This capability facilitates proactive decision-making before drivers return to the terminal, resulting in a substantial enhancement of planning efficiency for both inbound and outbound freight operations in its network.

## Why Choose CLI?

CLI provides amazing, robust technology solutions to power freight and delivery businesses forward. Their road-tested software provides the right tools for you and your staff to make your company more efficient and your customers happier. Developed by trucking experts, FACTS will solve your business headaches, providing immediate ROI and resulting in a more satisfied staff and customer base. Always being enhanced, serviced 24/7/365, and available via a hosted application or on your own servers, CLI's FACTS solution is reliable, respected, and right for your business.



Sun Logistics was able to achieve a positive return on total investment in less than one year, showing a strong ROI which includes all of the project costs, both software and hardware including tablets for their P&D drivers, ruggedized scanners for their dock workers, and new PC workstations for their office staff.

*"We chose CLI because they understand the opportunities we want to address and their FACTS software is highly functional for the future of our business, including the next generation of workers. CLI's suite of tools operates like a Swiss Army knife, addressing our diverse requirements through its comprehensive modules and seamless integrations in one unified package. Notably, CLI has exceeded our expectations, as FACTS serves as the linchpin in the information and data architecture that empowers us to make more informed and impactful decisions."*

Nathaniel Klein, COO  
Sun Logistics LLC



**SEE CLI'S FACTS™ FREIGHT MANAGEMENT SOLUTION IN ACTION. SCHEDULE A DEMO TODAY.**



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**Moran Transportation is using the latest technology from Carrier Logistics Inc. to deliver better service to their customers**

**About Moran Transportation**

Moran Transportation Corporation, headquartered in Elk Grove Village, Illinois, provides regional less than truckload (LTL) and regional less than container load (LCI) services from nine terminals throughout the states of Illinois, Indiana, Wisconsin, Minnesota, Iowa, and Missouri. LTL offerings from its 43-year-old family owned and operated company include lift gate, inside pickup and delivery, residential, time definite, and guaranteed delivery services.

**Experiencing the FACTS™ Difference**

**CHALLENGE:** To properly determine rates, equipment needs and accessorial charges.

Using third party providers and ED-based data exchange for load information, Moran Transportation found that as much as 45% of its freight bills required adjustments compared to data provided by customers. Inaccurate or incomplete delivery location information also hampered that ability to correctly rate shipments and dispatch the correct equipment.

*"There are a lot of things in CLI FACTS that make our operation easier and more efficient. Its automated and exception management capabilities, and its seamless workflow architecture, means relatively fewer people can handle our existing business and our growth. Its high level of accuracy saves time and its reporting tools help eliminate potential problems. FACTS is a key part of the improvement we've seen in customer and employee satisfaction. CLI provides an exceptional product and they have been very flexible and responsive to our ideas and suggestions, as well as very aggressive about meeting our needs."*

Mike Moran  
President  
Moran Transportation Corp.

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**FACTS™ transportation and freight management software from Carrier Logistics Inc. is generating direct and indirect savings for CXI Trucking**

**About CXI Trucking**

CXI Trucking, based in Melrose Park, Illinois, is a privately held, asset-based LTL and truckload service provider founded in 1990. Its next day delivery operation uses a fleet of tractor and a variety of trailers, as well as straight trucks with lift gates, across the entire metropolitan Chicago area as well as points in Indiana and Wisconsin. The CXI Logistics division provides warehousing, consolidation and distribution services.

**Experiencing the FACTS™ Difference**

**CHALLENGE:** Continuous and rapid growth created several urgent needs for CXI Trucking that couldn't be met by their legacy software system.

Experiencing growth in freight volumes, including increased last mile deliveries for carrier partners, CXI Trucking required additional administrative resources. Legacy technology in place for ten years at the company didn't provide automation, requiring repetitive manual processes. Additionally, CXI Trucking's management system provider was unable to offer ongoing support for its software.

*"With FACTS from Carrier Logistics Inc. we are realizing cost savings because we can grow our business without having to increase administrative staff. There are also tremendous operational savings that boost our bottom line by increasing efficiency in dispatch, dock and driver activities. We believe that because the software helps us manage our operations so effectively we will continue to be able to onboard new customers and carrier partners, and seamlessly manage growth in shipment volumes."*

Arthur Wenz  
Vice President, CXI Trucking

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**Dohrn Transfer Company achieves success with the latest solutions from Carrier Logistics Inc.**

**About Dohrn Transfer**

Dohrn Transfer Company, a Rock Island, Illinois-based part of The BNSF Ohio Transportation Group, offers complete LTL coverage in Illinois, Iowa, Indiana, Missouri, Nebraska and Wisconsin, partial state coverage in Kansas, Kentucky, Minnesota and South Dakota, and enhanced services between the Midwest and Mid-Atlantic regions from 21 terminals. In addition to its suite of transportation services, Dohrn Transfer Company operates 500,000-sq ft of warehouse space.

**Experiencing the FACTS™ Difference**

**CHALLENGE:** To lower costs, increase freight visibility and become a "greener" organization.

Dohrn Transfer Company was looking to reduce costs and save data entry time for processing bills of lading. In some cases, waiting for manual BCL entry was inhibiting the efficient movement of freight. With limited visibility into its cross-block operations, Dohrn Transfer was unable to track freight throughout the process, couldn't detect loading errors in real time, and had a gap in their ability to provide end-to-end shipment status information to shippers.

In an effort to become a more environmentally friendly company Dohrn Transfer was motivated to reduce or eliminate the use of paper across their operations.

*"By using integrated solutions for freight management from CLI we're reducing administrative time and cost. CLI's ability to automate manual processes is providing benefits internally and for our customers. Now our pick-up and delivery, cross-dock and back office operations are more accurate, efficient and productive."*

Alex Gustafson  
Director of Information Systems, Dohrn Transfer Company

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**JA Frate eliminated inefficiencies, more effectively managing growth, and realizing customer service benefits by using Carrier Logistics FACTS.**

**About JA Frate**

Headquartered in McHenry, Illinois, JA Frate operates throughout southern Wisconsin, the greater Chicago area and northern Indiana. The full service transportation provider offers asset-based less than truckload and full truckload services throughout its operating area. The company's JA nationwide operation uses company assets and partner carriers to handle shipments across North America while its JA Logistics division provides warehouse services.

**Experiencing the FACTS™ Difference**

**CHALLENGE:** Eliminate inefficiencies and more effectively manage growth.

Averaging 1,000 loads daily, JA Frate was using a software package that had two separate databases for its asset and non-asset based businesses. The resulting inefficient administrative processes required duplication of effort for updating customer information and hampered its ability to be a single source of a full range of transportation services for its shippers.

*"We chose CLI because the FACTS software was capable of supporting both our asset-based and brokerage businesses. Before, we had two separate databases and systems, one for each part of the company which was very inefficient from a back-office perspective and for our customers because it required duplication of effort. We are a full-service transportation provider and CLI was only the best solution for our operations. It provides a better experience for our customers."*

Jill Diemann, President, JA Frate, Inc.

[carrierlogistics.com](http://carrierlogistics.com)



**With Carrier Logistics, Frontline Freight has realized significant revenue growth and a sizable increase in daily shipments**

**About Frontline Freight**

Founded in 1989 and headquartered in City of Industry, California, Frontline Freight, Inc. is a long haul LTL services provider. The asset-light based company consolidates approximately 400 less than truckload shipments daily. Using about 45 carrier partners nationwide, it serves customers in the continental United States.

**Experiencing the FACTS™ Difference**

*"Carrier Logistics is what allowed us to more than triple our annual revenue and today is continues to be central to our success. We realized a quick return on investment in the FACTS freight management system and it's been driving our growth ever since."*

Matt Houbert, Executive Vice President, Frontline Freight, Inc.

**CHALLENGE:** To drive revenue growth without increasing administrative costs.

With an existing dispatch and operations platform, Frontline Freight was unable to integrate automated rating and pricing with its enterprise management system, slowing its ability to take advantage of opportunities to grow. Additionally, the software did not provide visibility which resulted in shippers, 3PL and carrier partners unable to access load and schedule information, and communication with carrier was limited to time-consuming separate email and text-based solutions.

**SOLUTION:**

After evaluating a number of offerings, in December 2008 Frontline Freight chose to implement the FACTS Freight management system from Carrier Logistics Inc. (CLI). Today, Frontline Freight is using the FACTS operations and financial solution to automate pricing and rating, including fuel surcharges and accessorial costs. Through integrations with carrier and 3PL partners, FACTS also automates pick-up and delivery dispatch activity.

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**How Carrier Logistics Helped Baton Rouge Cargo Optimize Freight Operations**

**About Baton Rouge Cargo (BRC)**

BRC provides First and Final-mile Freight Transportation services in Louisiana and Mississippi. With a fleet of trucks, trailers and trailers, the company has numerous residential business, and industrial loads in secondary markets for shippers and other carriers.

BRC operates warehouse facilities in Baton Rouge, Shreveport and Lafayette, Louisiana, and in Jackson, Mississippi, to handle consolidation and distribution needs for its customers.

**Daniel Miller, Director of Operations – Baton Rouge Cargo**

**BRC's Challenges**

BRC needed to deliver consistent service and gain visibility into its operations. With an array of vehicles operating from four facilities in two states, customers using a variety of information systems, and a changing business model, BRC required a new enterprise transportation management solution.

In a shift in the business model at BRC – from hauling primarily industrial freight to also meeting the rising demand for consumer delivery services through e-commerce growth – demanded that it centralize business and dispatch operations to provide a more consistent service experience for customers across its four warehouse locations.

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