

# Pentaho BI Builds Competitive Advantage for a Logistics Services Provider

## CUSTOMER DESCRIPTION

Fidelitone Logistics is an industry leader in 3PL and supply chain performance that delivers value-added solutions for business partners and their clients. As an innovator within the logistics industry since 1929, Fidelitone's expertise includes: Supply Chain Management, Inventory Planning, Technology Solutions, Warehousing, Last Mile Delivery, Reverse Logistics and Parts Logistics. Fidelitone Logistics has more than 20 locations throughout the United States.

## SITUATION

Prior to Pentaho, Fidelitone Logistics communicated key information to customers in fragmented ways. Depending on the specific needs of the client, the Information Technology group would leverage several different tools and technologies, which impacted the time and cost to service client needs. Fidelitone wanted a solution to provide centralized, integrated and on-demand reporting capability for its client base.

## SOLUTION

Fidelitone reviewed a number of proprietary and open source vendors, finally choosing Pentaho based on the product's end-to-end BI capabilities, cost efficiency, flexibility and scalability. Fidelitone enlisted the help of longtime Pentaho partner Project Leadership Associates (PLA) to deploy the Pentaho BI Platform for its customers. Leveraging the technical expertise of PLA, Fidelitone was able to deploy the first solution to a key customer in a fraction of the time of past customer deployments.

## BENEFITS

Now that Fidelitone's customers can access their logistics information on-demand, they can get answers to their questions more quickly and immediately begin taking action. Fidelitone expects to improve efficiency to lower cost and to differentiate itself in the marketplace relative to competitors that do not provide easy to use tools for information access.

**COUNTRY OR REGION:** United States

**INDUSTRY:** Logistics

### CUSTOMER PROFILE

Since 1929, Chicago-based Fidelitone has been serving its clients with expertise in third party logistics (3PL).

### BUSINESS SOLUTION

Fidelitone creates an advanced customer information system with the Pentaho BI Platform.

### BENEFITS

- Customers have on-demand access to information
- Solutions are deployed more quickly to customer base
- Centralized administration across multiple customers reduces costs
- Customers have immediate access to critical shipment information

### ABOUT PROJECT LEADERSHIP ASSOCIATES, INC.

Project Leadership Associates (PLA) is a business and technology consulting firm that empowers small, middle market and enterprise organizations with services across four core solution groups: 1) Business Strategy Execution; 2) Business Operations; 3) Applications; and 4) Infrastructure. With headquarters in Chicago and branch offices in Dallas, Indianapolis, Houston, New Orleans, New York and San Francisco, PLA is uniquely poised to offer a broad array of solutions that work collaboratively with clients to help them realize substantial results. For more information about PLA's Business Intelligence Solutions, please call (877) 752-0451 or visit [www.projectleadership.net](http://www.projectleadership.net)

*"Pentaho has given us a platform for creating a standard approach to information access that makes it easy for our customers to get the specific details they need for their businesses. Our advanced technology, which includes an increasing implementation of open source solutions, speaks to our company mission of being 'one solution for developing satisfied customers every time.'"*

– Bruce Massel, Vice President of IT, Fidelitone Logistics