



Giant Eagle  
Pittsburgh, PA  
www.gianteagle.com

**Industry:**

Retail

**Employees:**

36,000

**Oracle Products & Services:**

Oracle Transportation  
Management

**“Oracle Transportation Management enabled us to move forward with our strategy of substituting information for activity. We can now identify and manage exceptions more easily. We have also enabled our buyers to reduce the number of days between placing an order and receiving the order by 30%.”**

– Bill Parry, Vice President,  
Logistics, Giant Eagle

**Giant Eagle Reduces Lead Times, Safety Stock, and Overall Transportation Costs**

Giant Eagle is one of the largest and most successful grocery retailers and convenience store operators in Ohio and Pennsylvania, serving 5 million consumers with 156 corporate-owned and 69 franchised supermarkets and 125 convenience stores. Giant Eagle also operates five distribution centers, and has 750 truck deliveries to its stores daily —totaling 276,000 truck deliveries annually.

**Challenges**

- Need a single, transportation platform for inbound freight that provides real-time benefits at every step of the logistics lifecycle: transportation optimization, execution, planning, visibility/ analytics, event management and freight payment
- Need to automate key transportation processes, increase on-time deliveries, and reduce freight spend

**Solution**

- Implemented Oracle Transportation Management to create an integrated transportation platform that helped Giant Eagle reduce overall safety stock by 40%
- Reduced freight spending by 5%
- Improved visibility resulting in an increase in backhaul opportunities
- Provided better visibility/analytics with which to minimize less-than-truckload inbound shipments and maximize use of Giant Eagle’s private fleet and contracted carriers for inbound shipments
- Improved coordination and productivity between the transportation and merchandising groups
- Gained the ability to measure on-time delivery by appointment time rather than by day
- Leveraged system alerts to drive efficiencies in warehousing and procurement
- Gained the ability to provide accurate and timely information to the accounts payable team to support automatic payment of invoices