

CASE STUDY

How HP Hood's Partnership with Triple T Transport Enhances its Business Operations



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A LEADER IN THE DAIRY INDUSTRY

Since its founding in 1846, HP Hood has grown into one of the largest dairy processors in the United States. Hood now operates 13 manufacturing plants throughout the country to provide its products to consumers across the nation. As a leader in the dairy industry, Hood faces numerous supply chain challenges, including spikes in seasonal demand and the exacting nature of temperature-controlled transport. To ensure seamless and on-time deliveries year-round, Hood relies on Triple T Transport, their trusted partner for third-party logistics (3PL) brokerage services.

THE FOUNDATIONS OF A PARTNERSHIP

HP Hood's partnership with Triple T Transport started modestly, with a small volume of shipments. This partnership has grown significantly over the years, evolving into a robust and enduring relationship spanning more than two decades. In addition to handling the majority of Hood's considerable freight volume, Triple T is the brand's go-to partner for loads that demand special care and attention.

"We lean on Triple T for help with special projects or when something comes up that just has to be delivered on time," explains Roland Creswell, HP Hood's Senior Logistics Manager. "More often than not, Triple T is the first phone call we make." Triple T's enduring partnership with Hood is built upon decades of proven honesty, consistency, and reliability.

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Triple T is a carrier we can always trust. We know that when we send them a shipment, the appointments are going to get scheduled, and any issues will be communicated to us.

*Roland Creswell, Senior
Logistics Manager, HP Hood.*

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EFFICIENT OPERATIONS THROUGH TECHNOLOGY

Triple T Transport facilitates transport operations for HP Hood using a Transport Management System (TMS) to streamline the shipment process. This system enables efficient load tendering based on a routing guide, ensuring a high acceptance rate, and minimizing declined tenders. Furthermore, Triple T manages appointment scheduling and communicates any issues throughout the delivery process in real time with the help of this technology. The billing process is also seamlessly integrated into the TMS, with prompt communication to address any billing-related issues.

Virtually all communication between Triple T and Hood occurs through TMS, allowing for real-time updates and quick issue resolution. This commitment to efficient communication is instrumental in providing a smooth shipping experience, even during challenging times.

STRONG CARRIER NETWORK

From supply chain shortfalls to rising fuel prices and equipment shortages, the modern transport industry faces historic challenges. Through it all, Triple T continues to deliver the highest level of service to customers. The secret to Triple T's consistency is its established network of carrier partners. Made up of some of the industry's leading transport professionals, Triple T's carriers are thoroughly vetted and chosen for their exceptional track record for reliability. No matter what challenges the industry may face, customers like HP Hood can count on Triple T's carriers to get the job done.

"We've seen no difference in the level of performance that we've received from Triple T, pre-COVID to now," says Creswell. "I think that speaks to the partnerships they have with their carriers. They're using trustworthy carriers that deliver and do what they are asked to do."

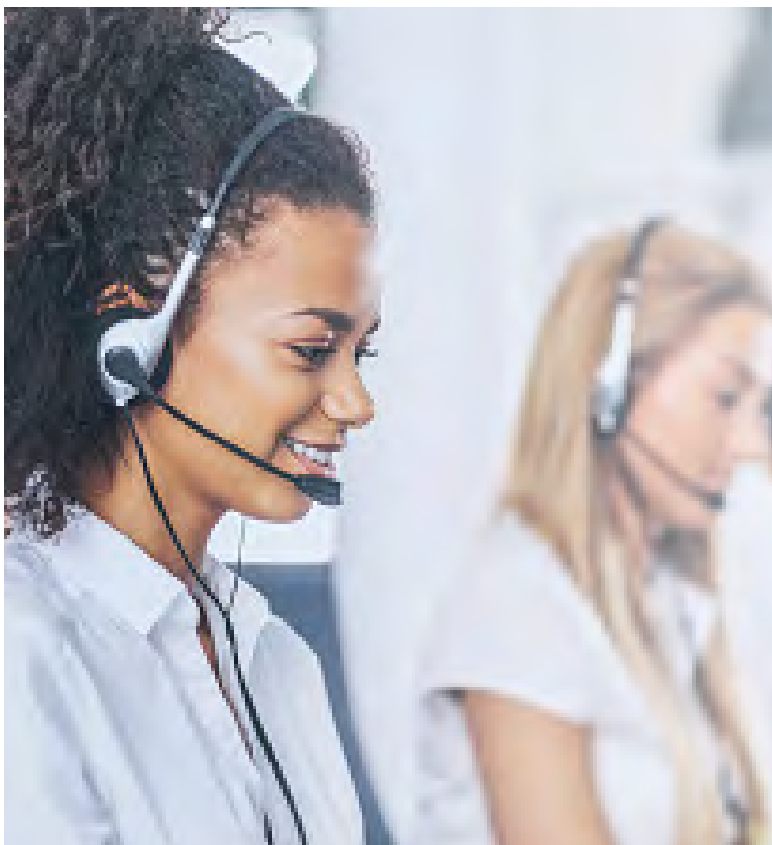


We need to get deliveries to our customers on time.

Triple T is consistently above the **95%** mark of on-time delivery every month.

Roland Creswell, Senior Logistics Manager, HP Hood.





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In transportation, we expect things to go wrong from time to time. When those things do happen, it's a lot easier to reach a resolution when you're able to communicate. Triple T's communication is always upfront and accurate, and that says a lot about Triple T and how they do business.

Roland Creswell, Senior Logistics Manager, HP Hood.

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STRAIGHTFORWARD CLAIM RESOLUTION

As with all of their customers, Triple T views itself as an extension of HP Hood when it comes to freight transport. Triple T's staff and carrier partners exhibit the same level of care and attention to detail that one of Hood's own employees would embody. This level of dedication is especially important when problems arise. From claim resolution to proof of destruction, Triple T works hard to resolve issues in a timely manner with strong communication and total transparency.

“Claims stink. Nobody wants to lose a whole load of product, deal with the insurance company, and pay for destruction,” says Creswell. “With Triple T, there's never been a question of reimbursement. Most of the time, claims are closed in two weeks or less. With some of our other partners, it's taken 90 days and beyond. To get proof of destruction and a claim paid within a two-week period, that's a pretty monumental feat.”

THE FIRST CHOICE FOR FREIGHT TRANSPORT SERVICES

HP Hood and Triple T Transport have forged a lasting and productive partnership built on trust, transparency, and exceptional communication. Triple T's commitment to accommodating Hood's unique requirements and their dedication to on-time delivery consistently adds value to Hood's business operations. “Triple T has been a tremendous partner for Hood,” says Creswell. “We're lucky to have a partner that operates the way Triple T does. It makes all of our jobs so much easier.”



ABOUT HP HOOD

Founded in 1846 in Charlestown, Massachusetts, HP Hood has grown to become one of the largest and most respected dairy processors in the United States. With a rich history spanning over a century, Hood is renowned for its commitment to delivering high-quality dairy products. Operating 13 state-of-the-art manufacturing plants across the country, HP Hood produces a wide range of products to meet the evolving needs of consumers and businesses alike. Learn more about Hood by visiting <https://hood.com/>



ABOUT TRIPLE T TRANSPORT

Triple T Transport, Inc. is a leader in third-party logistics with services for a wide range of cargo, including produce, dry goods, refrigerated goods, frozen foods, food packaging, and much more. Triple T has earned a strong reputation for providing timely, cost-effective transport solutions with personalized support and unmatched service to its customers. An employee owned and operated company, Triple T is a destination for top carriers and shipping clients in North America. To learn more, visit <https://tripletransport.com/>

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