

# Caterpillar Logistics, Inc. Relies on JDA Education Services



CASE STUDY

“Training is a journey and a key factor in building an effective team. We are extremely pleased with JDA Education Services and the customized transportation training. JDA understood what we needed and helped us out along the way. We’ve not only benefited from a more knowledgeable staff, but we’ve also strengthened our customer relationships.”

**Shrinivas Sale**

Business Support Manager, Ground Transportation Operations Center Americas, Caterpillar Logistics, Inc.

## DESCRIPTION

Caterpillar is the world’s leading manufacturer of construction and mining equipment, diesel and natural gas engines, industrial gas turbines and diesel-electric locomotives. Caterpillar Logistics has robust experience in many logistics processes, including inbound logistics, after-sales service support, finished goods distribution and reverse logistics. With such a rich heritage, Caterpillar Logistics has become one of the supply chain industry’s best-kept secrets. More information is available at [caterpillar.com](http://caterpillar.com).

## OBJECTIVE

Engage in Customized Load Planner training course delivered by JDA Education Services:

- Improve existing processes
- Produce knowledgeable, effective users
- Strengthen customer relationships
- Establish customized, in-house training based on industry best practices

## JDA EDUCATION SERVICES

- JDA Customized Load Planner Training
- Customized courseware for JDA Transportation Manager and JDA Freight Order Management
- Specialized training exercises using Caterpillar Logistics’ unique workflows and scenarios

## REAL RESULTS

- Increased customer satisfaction due to rapid onboarding and seamless implementations
- Improved performance and enhanced processes
- Generated more knowledgeable users with increased job satisfaction
- Established in-house training and processes based on industry best practices
- Optimized overall utilization of JDA Transportation Manager and JDA Freight Order Management