

Nationwide Network. 22 Sites. One Day.

How Capstone Became the Single Source for North America's Largest Foodservice Distributor.

What began as unloading at two warehouses in 1996 became a 29-year partnership culminating in a single-source agreement covering 100+ distribution centers across North America. When the partner decided to consolidate to one provider, Capstone was the only logical choice—and we proved why by standing up 22 new sites in a single day.

SUCCESS STORY

Single Source Supplier

Inbound Unloading, Inbound Quality,
Value-Added Services

Our Partner

Our partner is the largest foodservice distributor in North America, with a distribution network spanning the United States and beyond. Their network includes broadline food service distribution centers, specialty and produce facilities, and a range of subsidiary operations, each with different parameters for reliable, high-volume inbound logistics support.

Capstone has supported this partner since 1996, beginning with unloading operations at two distribution centers. Over nearly three decades, that relationship expanded steadily as our performance drove consolidation: **from 30+ providers across their network to 7, then to 5, then to 3, then to 2—and ultimately to one.**

**Schedule a
Meeting Today!**





Our Challenges

After nearly three decades of operating across a fragmented vendor landscape, our partner reached a strategic inflection point. Their network utilized multiple unloading vendors across hundreds of distribution centers, creating inconsistencies in performance reporting, compliance standards, and operational data that made it difficult to drive network-wide efficiency.

They were ready for a new path forward: **consolidation under one provider.**

Three Priorities Drove the Decision:



Network Consistency

Standardized operations, reporting, and quality benchmarks across every distribution center.



Cost Efficiency

Consolidating vendor overhead, streamlining leadership, and unlocking volume-based savings worth several million dollars annually.



Technology Leverage

Expanding IQ—Capstone's proprietary inbound quality program—to all broadband locations.

The challenge wasn't only vendor consolidation: it was also finding a partner capable of absorbing a network of this scale without disruption.

That meant standing up operations at 22 locations they had never served before, with a six-week lead time.



Our Approach

Capstone had been building toward this moment for 29 years. When the partner chose us as their single-source provider in mid-2025, we had infrastructure, institutional knowledge, and field leadership already embedded across their existing network. The challenge was extending that operational model to 22 new locations—simultaneously.

Leverage an Existing Foundation

Our IQ rollout, already underway since April 2024, had given us a presence in new buildings before the unloading transition began. IQ managers and auditors were already on-site, building relationships with facility leadership and establishing operational cadences. That presence made the transition to full unloading services significantly smoother.

Plan for Day One, Prepare for Every Day After

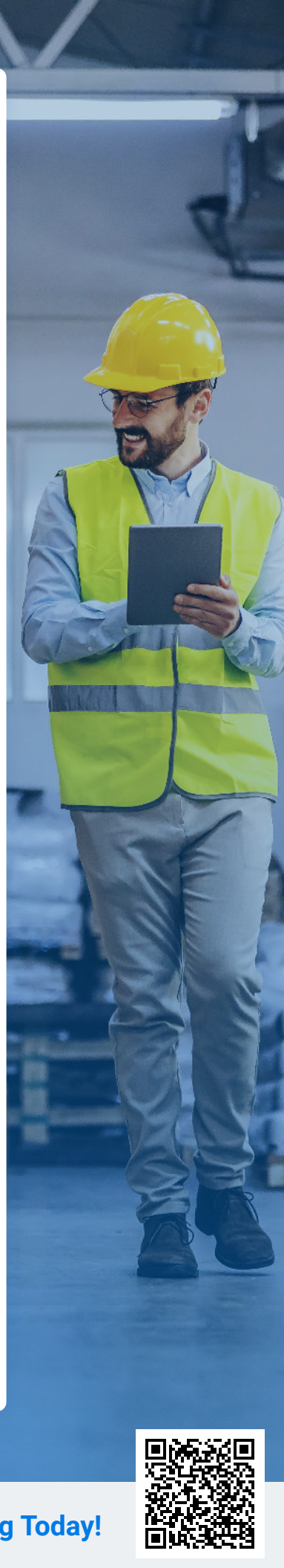
With six weeks of lead time, Capstone mobilized recruiting, onboarding, and training operations across 22 sites. Rather than a phased rollout, we launched all 22 locations on the same day—minimizing the transition window and eliminating extended periods of dual-vendor operation for our partner.

Dedicate Leadership, Not Just Labor

Capstone's leadership model was a key factor in the partner's decision. Our above-site directors are dedicated exclusively to this account, creating partner-specific expertise at every level of oversight. That structure enables best practices identified at one location to be deployed across the full network quickly, something no multi-client generalist can replicate.

Commit to Ongoing Value on Top of Service Delivery

For over a decade, Capstone has brought a new initiative to the every one of our partner's annual business reviews—not as a sales pitch, but as a demonstration of our forward-thinking partnership. The IQ program itself emerged from this model: identifying an operational need, building a solution, and proving it at site level before proposing broad-scale adoption. The partner chose single source in part because Capstone is the only vendor that consistently arrives with something new.



Our Solution

On the day the single-source agreement went live, Capstone stood up 22 distribution centers simultaneously, deploying tactical teams of roughly 500 associates and management personnel across broadline, specialty, and produce facilities. This ensured there were no impacts on throughput and no disruption to service levels.

> Inbound Unloading

Capstone manages inbound unloading operations across all of our partner's broadline distribution centers, as well as produce, meat, and select specialty facilities. Our pay-for-performance model incentivizes productivity at the associate level, driving consistent throughput regardless of site.

> Value-Added Services

Beyond unloading, Capstone associates perform ad hoc value-added services across the network: will-call processing, pallet sorting, sanitation, freight running, driver helper services, and more. If a service exists within Capstone's capabilities, we make it available to every site in the network.

> Inbound Quality Compliance (IQ) Program

Capstone's IQ program is active in 90+ locations across the partner network, with auditing teams composed of a dedicated compliance supervisor and 2–5 trained auditors per site depending on volume. The program captures inbound violations—including pallet quality, code-date issues, and delivery condition deficiencies—and provides structured reporting that both Capstone and the partner can act on. Vendor behavior has improved measurably as a result, reducing violations and improving overall load quality.

> Services Provided

- + Inbound unloading across all broadline and affiliate distribution centers
- + Inbound Quality (IQ) vendor compliance program—2–5 auditors + dedicated supervisor per site
- + Pallet sorting and condition auditing
- + Sanitation services
- + Will-call and freight running
- + Driver helper and scheduling support



Why Capstone?

The path to single source was built over 29 years. Capstone's selection as the sole inbound logistics provider for North America's largest foodservice distributor reflects a sustained record of trust, performance, accountability, and initiative that competitors could not match.



Production-based Model

Capstone's pay-for-performance incentive structure drives measurable productivity gains at the associate level—something our partner cited as a clear differentiator.



Data Advantage

Capstone collects, structures, and shares operational data more effectively than any competitor in this space. That capability directly informed our partner's decision to expand IQ and consolidate under one provider.



Partnership Orientation

For over a decade, Capstone has brought new value to every annual business review. That posture—focused on what we can do next, not just what we're doing now—is what keeps our 29-year relationship growing.



Dedicated Network Leadership

Above-site directors serve only this partnership. Their institutional knowledge enables faster problem-solving and more effective best-practice sharing across 100+ locations.



Proven Scalability

The ability to stand up 22 sites simultaneously—in six weeks, from a standing start—is not a claim every 3PL can make. Capstone has the recruiting infrastructure, training frameworks, and field leadership to execute at that pace.

The Results

500+
associates &
managers deployed

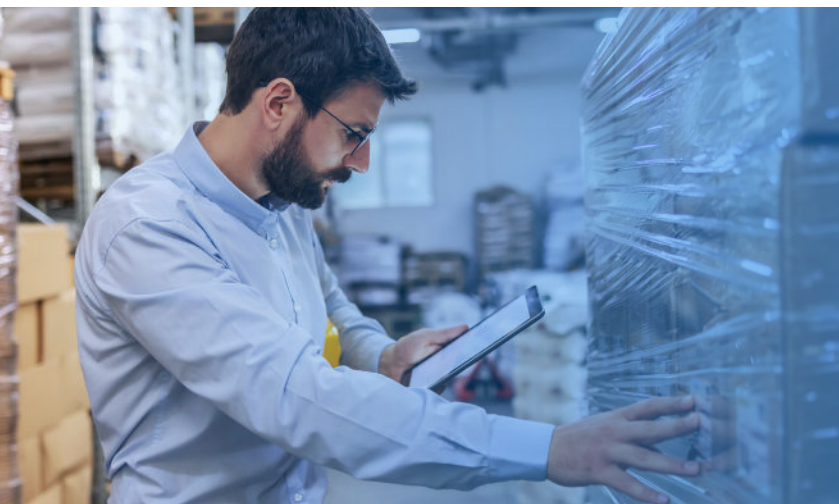
22
site startups
in a single day

100+
locations
supported

6 weeks
from award
to go-live

90+
Inbound Quality
locations

2000+
Capstone associates
deployed





“Capstone is the only partner that consistently comes to us with something new. They don’t just service our account, they invest in it. The IQ program alone changed how we think about inbound operations across our entire network. That’s what made single source an easy decision.”

– VP of Operations



Schedule a Meeting Today!



P: 678-385-4189
marketing@capstonelogistics.com