

# From Complexity to Control

Learn How EZRack Streamlined Their Freight Operations and Captured Six-Figure Savings with Emerge.

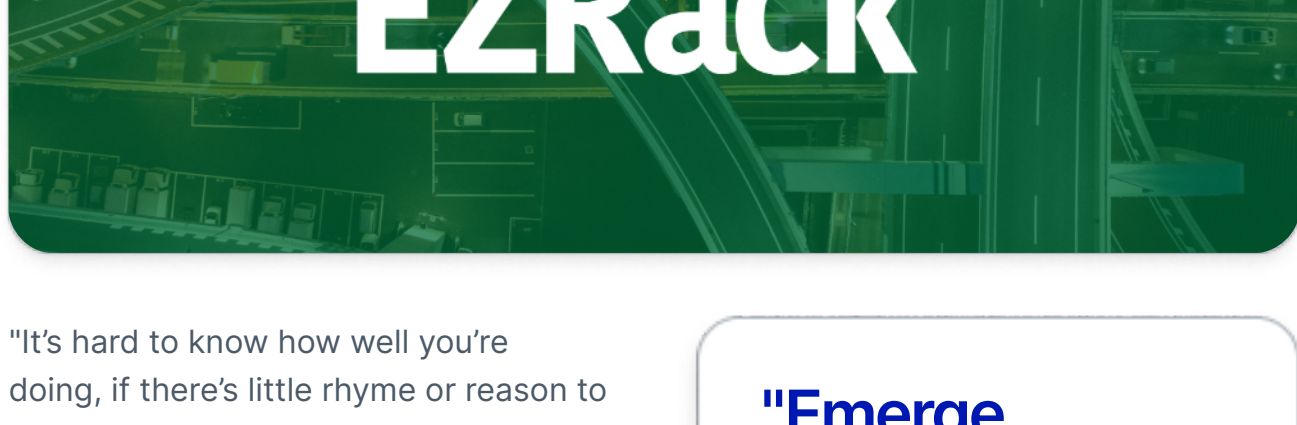
“Emerge gave us the tools to take ownership of our logistics strategy.”

— Greg Troeger  
Senior Director of Global Logistics at EZRack.

EZRack, a leader in horticulture logistics and supply chain solutions, knew that optimizing their procurement process was key to scaling their logistics operations. But with multiple systems and workflows to manage, efficiency could be a challenge.

EZRack didn't just need software — they needed a partner. With Emerge, they gained the flexibility to move faster and make smarter decisions. Carrier procurement went from a bottleneck to a strategic advantage.

## The search for a solution.



"It's hard to know how well you're doing, if there's little rhyme or reason to the pricing or procurement."

EZRack knew they needed a centralized solution to move shipments faster and more efficiently. After exploring multiple options, Emerge quickly stood out.

"We tested a lot of different solutions, what stood out about Emerge was the flexibility of the platform and how we could easily bring along our existing carrier pool" Greg explained.

With Emerge, EZRack turned a cumbersome process into one that's structured, streamlined, and efficient.

**"Emerge provides the best marriage between a TMS and finding coverage"**

By consolidating communication, standardizing procurement workflows, and reducing reliance on manual processes, EZRack took command of their logistics strategy—bringing consistency to pricing, carrier selection, and execution.

## EZRack's favorite parts of ProcureOS.

### Centralized Communication

**“We now have a single platform for tracking and communicating with carriers.”**

This eliminated the need for endless emails and spreadsheets. “Everything is centralized, with a long-standing record of communication in the system... and we love using the chat functionality with our carriers.” This led to improved efficiency, better communication, and more time for the EZRack team to focus on strategic activities.

### Eliminates Busy Work

**“We got planners out of emails and spreadsheets.”**

By cutting down the time spent tracking freight and handling carrier communications, EZRack's team now leverages Emerge's platform to easily manage these tasks by exception, resulting in a more organized and effective procurement process.

### Simple Interface

**“The user interface is modern and intuitive.”**

EZRack's procurement team and vendors quickly adapted to the platform, appreciating its ease of use for even the most complex tasks. The system immediately started saving their team time.

### Robust Reporting

**“We had some specific reports that were really important to us.”**

Emerge worked closely with EZRack to develop custom reporting tools that fit their needs. “That was the icing on the cake,” for EZRack. These real reports provided valuable insights to track, measure, and scorecard carrier performance in a way that was tailored to EZRack's goals.

## The power of a curated Carrier Marketplace



One thing that consistently stood out for EZRack was the level of support provided by Emerge Marketplace Carriers. “The quality of service from the carriers Emerge selects is top-notch, Grade A” he said, emphasizing how Emerge's Marketplace of vetted carriers provided reliable and consistent service.

“The Emerge team is proactive — they give us updates before we even ask for them.” This level of service helped ease the burden on the logistics team, making sure everything ran smoothly without the need for constant follow-up.

## Results & Future Plans

Since partnering with Emerge, EZRack has seen significant improvements. The team saved hours that were previously spent on manual activities by automating key tasks.

- **Time-Saving Technology:** The integration of Emerge's TMS and brokerage features has saved the team valuable time. “From having no strategy to implementing structure, we've achieved significant time savings. Since that initial point, we've seen double-digit percentage savings, far beyond what we expected.”
- **Increased Efficiency:** The elimination of manual processes and communication has allowed EZRack to operate more efficiently, cutting down on the time spent managing logistics with emails and spreadsheets.
- **Improved Carrier Relationships:** By centralizing their communication and using customized data-driven reports to track performance, EZRack has strengthened its relationships with carriers, resulting in consistent and reliable service.
- **Cost Savings:** Since transitioning to ProcureOS, EZRack has realized six-figure savings. By gaining access to a larger network of carriers, they saw better rates and more competitive options.

### Ready?

**Leverage the same ProcureOS features that helped EZRack take control of their procurement strategy.**

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