



Driving Savings Across Multiple Delivery Environments with the Duo Lift



Challenge

Following a period of significant growth, Ozarks Coca-Cola/Dr Pepper Bottling Company expanded operations across multiple facilities, increasing the complexity of its delivery network. With several methodologies in place, they needed a more consistent and effective Direct Store Delivery (DSD) solution for combo routes.

At the same time, post-pandemic workforce challenges made driver availability and retention a growing concern, and they were looking for a delivery model that reduced physical strain, improved safety, and supported long-term driver retention while also lowering overall DSD costs.

The question was clear: could a safer, less strenuous approach also deliver measurable operational and financial gains?

Solution

Rehrig Pacific partnered with Ozarks Coca-Cola/Dr Pepper Bottling Company using a hands-on, operationally focused approach. The partnership began with site visits and assessments across six distribution centers to understand workflows and constraints, followed by a pilot of the Duo Lift delivery system in live operating conditions.

Two facilities were initially converted to the Duo Lift system. After a year of performance and cost analysis, the solution was expanded across the remaining four facilities. The broader rollout included Duo Lifts, Duo Merchandisers, and corresponding Duo pallets to support multiple delivery environments.

By using the Duo Lift and merchandising carts at customer locations, delivery times were reduced by more than 15 minutes per stop. Rehrig Pacific supported the transition by establishing best practices for warehouse picking using the Duo pallets and training drivers on ways to maximize efficiency, even in challenging conditions. Ongoing collaboration continues to ensure optimal maintenance, service, and coaching support.

Results



Achieved significant cost savings in traditional down-stacking facilities, with additional savings across other delivery environments.



Reduced routes by 20% at one distribution center, decreasing from 15 routes to 12.



Cut maintenance costs by nearly 28% by consolidating to a single delivery solution.



Increased driver retention by more than 10%.



Improved driver satisfaction scores by 18%.



Achieved a return on investment in less than 18 months, exceeding original projections.

“We look for opportunities to improve the lives and working conditions of our employees. The Duo Lift system shortens delivery and check-in times, reduces lifting and strenuous activity, and is extending the careers of our drivers.”

– Senior Director of Operations

“When you undertake a major change like this, you want to make sure the partner you choose will be there when you need them. Rehrig Pacific has had our back.”

– General Manager

