

REVEEL CUSTOMER SPOTLIGHT

Ewing Outdoor Supply Streamlines Shipping Expenses with Reveel

July 2025

Ewing Outdoor Supply is the largest family-owned supplier of landscape and irrigation products in the United States. The company supplies professional contractors with irrigation supplies, water efficient and sustainable solutions, landscape and turf products, agronomics and growing, hardscape and outdoor living, landscape lighting, water features, erosion control and more. Ewing also offers industry-leading training classes and events for professionals in the landscaping, sports field, golf and grower industries.

As a multi-branch business, Ewing faces a complex shipping operation - needing to manage over 500 separate accounts across FedEx and UPS. Each branch operates independently, with its own shipping account number, making it challenging to optimize processes and control costs. This lack of centralized oversight led to inefficiencies and a lack of insight into issues such as late fees, service levels or address corrections. Opportunities for improving service levels and realizing cost savings were left untapped.

It was easy to see that managing shipping operations had become a significant pain point for the company.

UTILIZING DATA TO SOLVE A COMPLEX ISSUE

To help gain visibility into and control over its shipping expenses, Ewing turned to Reveel and its Shipping Intelligence Platform. Reveel's platform was known for its ability to help businesses understand where and how they can improve their shipping efficiencies and expenses by applying advanced analytics, modeling and simulation, statistical analysis, and machine generated real-time insights to an organization's shipping operations.

With the power of Reveel's technology, Ewing was able to consolidate their shipping data, gain real-time visibility into their operations, and take a more informed, company-wide approach to implementing cost-saving measures.



The ability to conduct weekly reporting was a game-changer. The Ewing team uses this feature to immediately identify actionable insights around address corrections, service level optimization, and mistakes such as oversized box fees. Left unchecked, these variables can impact service levels and customer satisfaction, while greatly driving up costs. Armed with accurate, timely data about these and other issues meant that Ewing could now take swift action to make changes and adjustments, addressing inefficiencies across the board.

A SUCCESSFUL JOURNEY

With the help of the insights provided by Reveel's technology, Ewing has been able to dramatically optimize its shipping operations. Recurring errors such as address corrections or unnecessary shipping fees were reduced or eliminated, and service levels were improved, leading to faster and more reliable deliveries.

Reveel also worked closely with Ewing on a

regular basis to identify opportunities where certain adjustments could reduce carrier-specific costs. These efforts typically included actions such as finding savings through the negotiation of a new carrier rate agreement or addendum, locating operational changes that may reduce costs or improve transit performance, or even soliciting a proposal from a new carrier for the first time. These efforts helped Ewing save 20% net spend.

Ewing has grown to see the Reveel platform as an integral aspect of managing the company's shipping operations. They continue to refine their processes on a regular basis, transforming their shipping operations into a well-oiled machine - saving time, reducing errors, and most importantly, cutting costs.

To learn how your organization can gain real-time visibility into its shipping operations - no matter how complex - and then use that data to improve efficiency and the bottom line, click [here](#).



Reveel is the leading Shipping Intelligence™ Platform that enables companies to level the playing field with FedEx and UPS. With over 17 years of parcel agreement management expertise and \$400M+ in savings for its clients, the company provides actionable insights to help customers make smarter business decisions and have peace of mind. Reveel helps shippers leverage the power of data science and peer comparison data to capture significant ROI and improve their competitive advantage.

[Request a demo](#) today to see how you can leverage automation to synthesize your data, ship more for less, and reduce the time needed to identify issues and action items.

Get a Demo



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