



CARVANA

## ACHIEVING 99.9% SUPPLY CHAIN SYSTEM UPTIME

### ABOUT CARVANA

Carvana is an online used car retailer based in Arizona, USA. Best known for its Carvana Car Vending Machines, it became one of the youngest Fortune 500 companies in 2021.

For B2C businesses like Carvana, reliability is everything. To deliver the high levels of customer service that Carvana is known for, it is imperative that network planning and logistics be impeccable—purchased vehicles have to be moved across the Carvana network to arrive at the right place at the right time, operations teams need to be coordinated and available for delivery, and deliveries need to be promptly and properly scheduled.

### THE CHALLENGE



**Maximizing supply chain system stability and uptime**

- Carvana requires impeccable network planning, a highly coordinated operations team, and timely delivery.
- DELMIA Quintiq is critical for Carvana to make multiple planning decisions simultaneously. Ensuring system uptime is crucial.
- Carvana needed a partner with deep functional and technical knowledge of its business and architecture to provide 24/7 support and a proactive approach to driving strategic development. Enter The Logic Factory (TLF).

## THE SOLUTION



### Ongoing and proactive expert support

- The Logic Factory performed a detailed intake of Carvana's DELMIA Quintiq system and IT landscape, revealing and implementing numerous enhancements.
- Working closely with Carvana, The Logic Factory helped with these critical operation improvements:
  - 1 Switching to a distributed system to improve stability
  - 2 Gaining near real-time data feeds from DELMIA Quintiq
  - 3 Testing upgrades and changes more efficiently
- TLF empowered Carvana's application support teams to make more informed decisions by creating detailed documentation for reference and logging system changes while maintaining internal reference environments.

## THE RESULTS



### Uptime and efficiency improvements

- As part of its Continuous Services, The Logic Factory continued to quickly resolve open tickets and maximize uptime. This saw more system stability, achieving 99.9% uptime.
- They also proactively perform System Health Checks. Yearly value scans ensure maximum utilization of applications and real-time alignment with business goals, resulting in time savings and an improvement in dataset loading times.
- Carvana's usage of TLF support decreased steadily year-over-year thanks to improved system stability and enhanced internal aptitude. By 2023, Carvana's support needs per year have fallen by more than 50%.
- The Logic Factory's focus on long-term relationships and ongoing customer support resulted in a strong and fruitful partnership for both parties. Together, they continue to streamline Carvana's supply chain, ensure that customer orders are fulfilled on time, and maintain a reputation for excellence.

***“The Logic Factory isn't just support, it's a true partnership. That made a huge difference for Carvana.”***

*Siddhartha Datta, Supply Chain Lead*



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