

CASE STUDY

ELECTRONICS. **CUSTOMS** **BROKERAGE AND** **COMPLIANCE.**

Livingston facilitates finely tuned global shipping for Decoustics.

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Decoustics' state-of-the-art acoustical products are vital to building projects worldwide. Major airports, courthouses, auditoriums and convention centers have incorporated the company's products for more than 30 years. To respond to sensitive construction plans with no margin for error, Decoustics' materials must be shipped and delivered on time and in perfect condition.

As the market leader in the design, manufacture and installation of custom acoustical ceiling and wall products, Decoustics requires reliable shipping for its success; the company's clients depend on materials being delivered to job sites around the globe without delay.

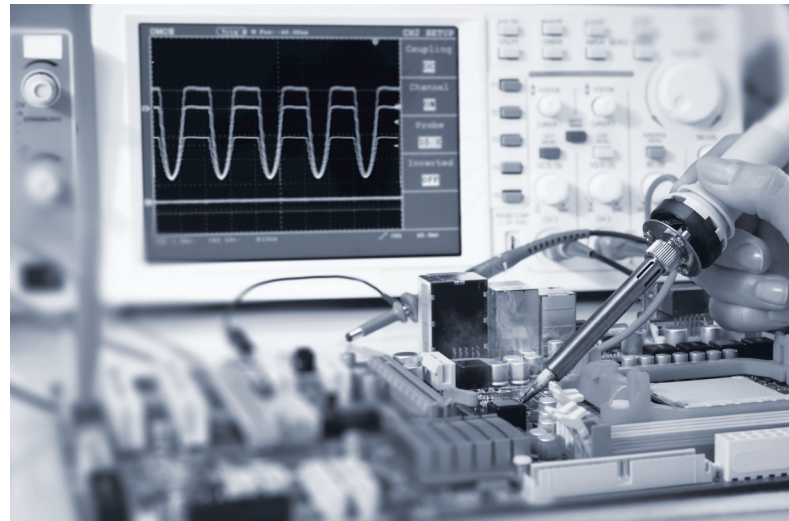
"Timing and handling of our products have to be exact. Projects are carefully scheduled with installation teams. In-transit care and product arrival time are crucial in order for us to adhere to a strict build schedule," explains Roger Fowler from Decoustics' transportation management department.

Livingston's solution

The challenges from having so many "one-off" shipments to installations around the globe could have been daunting; however, Decoustics selected Livingston as its sole provider of international freight and customs brokerage services for both import of raw materials and export of finished products. Our solution for Decoustics includes the following:

Global freight expertise

While Decoustics focuses on the business of acoustics, Livingston manages the company's freight shipments, assists with letters of credit, manages local VAT payments and coordinates inland shipping. "Livingston's suggestions not only save us money but allow us to quickly respond to issues that may arise with our in-the-field technicians," notes Fowler.



Single service team providing worldwide coverage
Livingston provides Decoustics with a single client service team who know Decoustics, its products and its unique shipping requirements. This dedicated group acts as an extension of Decoustics' own operations and handles all freight shipments and customs clearances, regardless of the destination.

Decoustics' results

Speed of delivery: Livingston consistently helps Decoustics move its product to customers' job sites on time – ensuring timely installation and customer satisfaction.

Ease of doing business: Decoustics isn't hampered by the varying time zones, language differences or unique local import requirements of its markets. Instead, Livingston's overseas agents take care of everything.

Improved compliance: By managing all shipment documentation on Decoustics' behalf, Livingston helps the company ensure its compliance with local customs regulations in all of the countries in which it does business.

Contact Livingston

Have questions or need help with your shipments? We're here to help. Email us at: simplify@livingstonintl.com
or give us a call at **1-800-837-1063**