

CASE STUDY

FREIGHT FORWARDING GLOBAL CHEMICAL CO.

Great rates only go so far – winning means going above and beyond.

Case study

Freight forwarding Global chemical co.

Better service and better rates are just part of the reason we've become this global chemical provider's freight and transportation partner of choice.

This specialty chemical company produces additives, ingredients, resins and compounds for the global transportation, industrial and consumer markets, operating in over 100 countries around the world.

As the service provider responsible for the customer's northern border customs brokerage and export freight business, Livingston leverages this company's contracted freight rates and manages their air and sea export bookings, letters of credit, export declarations, export documentation, customs brokerage with other brokers, and more.

By working with Livingston as their freight management service provider and trade partner, our customer rests assured in their confidence that we'll coordinate their shipments from start to finish, freeing up their resources to focus on their core business. They also benefit from a robust reporting platform, that gives them improved insights into their shipments to know where they are and who's handling them around the globe.



Find the gaps, then fill them

Acting as an extension of their team, we coordinate all of the customer's shipping, customs clearance, shipment updates and record keeping. By managing the freight process for this global provider of specialty chemicals and ensuring we had a full understanding of their freight and transportation business needs, Livingston was able to proactively identify gaps in their supply chain. Based on these gaps, we brought recommendations to the customer that simplified their supply chain and saved them money.

One of the cost-saving opportunities identified by our trade experts was the customer's inefficient Electronic Data Interchange (EDI) process.

"The customer was using a third party provider, strictly for routing their EDI data – at a cost of more than \$100,000 a year. We showed them how they could eliminate this process and were able to work with them to set up their own EDI – this was achieved at no additional cost to the customer."

– **Nicole Calabris**, Account Executive,
Livingston International



Due to a lack of internal resources and expertise, the customer had been relying on a third-party provider to transmit the data between the customer and its various trade partners.

Save costs, simplify the process

Helping them streamline their data exchange processes and add money to their bottom line by eliminating the need for a third party EDI provider showed the customer we were serious about developing a true, lasting partnership – one based on putting their needs ahead of our own.

Today, by continuing to offer new and efficient solutions that help simplify their processes, Livingston is the customer's provider of choice for their U.S. air freight business U.S. export freight business.

Going above and beyond to ensure their success

By taking the time and going deep to understand their needs, and then going beyond to deliver more than they thought they needed, Livingston demonstrated thought leadership and expertise, which helped them to cut costs and increase efficiencies.

It's a pattern that continues to this day, in a truly symbiotic partnership: our business grows by helping to grow theirs.

Contact Livingston

Have questions or need help managing your freight requirements? We're here to help.

Email us at: simplify@livingstonintl.com

or give us a call at **1-800-837-1063**