

QUALITY MAKES THE DIFFERENCE

THE CHALLENGE

ICAT's client, a supplier of high-quality products and systems to the automotive industry, needed logistics support for their pre-production engineering and tooling teams between their U.S. and Canada locations, as well as their vendors in Asia.

A "supposed" global powerhouse in the freight forwarding industry unseated ICAT as the preferred provider—a cost-driven decision. The client soon learned that "global powerhouse" does not always translate to global capabilities. This provider left the customer in a bind, telling them they had a strong presence in this market and could do it for much cheaper, when this was not the case. Once this freight forwarder started handling their shipments, the customer soon realized they were lacking in the expertise of handling that particular freight.

THE SOLUTION

Due to Asia's special requirements when shipping steel into their markets, the other logistics provider couldn't fulfill the client's needs. Barely two months into the process, they decided they could not manage the client's DDP shipments into Asia and turned away the business. That's when the client reached out to ICAT. Internally, ICAT helped them create a team that focused solely on logistics and customs functions. This team designed a contract that allowed for guaranteed pricing that didn't fluctuate with every shipment.

THE RESULTS

Where the bigger global provider failed, ICAT Logistics excelled. The ICAT team had spent previous years handling this client's steel shipments, so they were already knowledgeable on all the specific regulations and requirements for customs in Asia. ICAT was able to pick up the shipments and successfully deliver them to their appropriate destinations.



ICAT
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