

# Case Study: Managed Services with Brokerage





## Logistics Reimagined: A Global Manufacturer's Route to Peak Efficiency

### LOGISTICS

### Background:

A global manufacturer struggled with efficiency and communication due to its logistics team's limited expertise in transportation. Decisions were made by customer service reps without operational knowledge, leading to departmental communication lapses and issues in coordinating over 300 monthly shipments.

### The Challenges:

-  Inexperienced Team
-  Inadequate 24/7 Support
-  Poor Communication
-  Staffing Problems
-  Multi-Modal & Cross-Boarder Issues

### Key Strategies Implemented:



#### Centralized Expertise Hub

A dedicated team of skilled CSRs was established to boost the client's supply chain by enhancing visibility, routing compliance, and more.



#### Day-to-Day Management

KAG Logistics took over daily tasks including carrier coordination, which allowed the client to dedicate more time to their core business activities.



#### Leveraging Expertise

Through our partnership, the client gained continuous access to our specialized expertise, essential for efficiently managing their operations.



#### Contact Management

Due to high technology integration costs, a solution was developed to manage carrier contracts, pricing/bid events, and TMS.



#### Versatile Solutions

Addressing Westlake's diverse transportation needs, our solutions encompass multi-modal approaches and efficient cross-border operations.

### The Solution:

KAG Logistics provided comprehensive managed services solutions, effectively serving as the liaison between the client and stakeholders, providing a cost-effective solution in 30 days without disrupting service or communications.

### The Results:

-  Improved Customer Service
-  Increased Communication
-  Market Share Expansion
-  Cost Savings

The client saw improved customer service and communication, leading to greater satisfaction and continued support. This allowed the client to focus on core business, expanding market share and realizing cost savings of **5-10%**.

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