

# HIGH-TECH CASE STUDY



An IT services company continued to endure damage and delays to their server racks, impacting sales. Our interconnected supply chain solutions helped mitigate their challenges—and repair their bottom line.

## PROBLEM

An IT services company operating globally, was struggling with frequent shipping damages, customs delays, and poor communication between its U.S. and international teams. Insurance claims for damaged server racks were denied due to inadequate packaging, and their previous logistics partner failed to resolve customs issues or provide necessary guidance to the sales team and clients overseas.

## SOLUTION

Our team trained the company on proper crating techniques to meet insurance standards, created easy-to-follow reference sheets, and facilitated direct communication between logistics experts, internal staff, and customers. We also took over full management of international logistics, providing consistent follow-up and ensuring a smoother, stress-free experience.

## RESULTS

The company saw international sales jump from \$17 million to \$50 million annually, with domestic sales increasing by 30%. Shipping issues dropped to under 2%, significantly reducing inventory costs and improving customer satisfaction.

**WE DELIVER  
THE IMPOSSIBLE**