



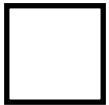
HOW TO SELECT THE RIGHT LOGISTICS PARTNER

10 ITEMS TO CONSIDER

When Selecting a Logistics Partner

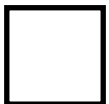
Choosing the right logistics partner is essential to your business. It's important to find a provider who aligns with your values and can support your critical business needs. There are many options available and it's certainly not a one-size-fits-all choice. The following are top considerations when selecting a partner to support and enhance your transportation and logistics operations.

Company Stability & Reputation



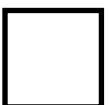
Find the right company with a deep history of providing multiple service verticals, a sterling reputation and seasoned professionals partnering with you every step of the way. A balanced business portfolio lends itself to a company's stability for those times of unplanned business challenges and rapid change.

Quality



How does the provider define quality? On-time delivery is an important measurement but also identify other key performance indicators that support the business results you expect. Inefficient processes will compromise partnerships between you and your customers.

Reliability



Engage with a logistics provider you understand, trust and gives you complete confidence. Reliable service can sometimes be taken for granted, but inconsistent performance can create serious trouble for your supply chain. Planning and preparation are fundamental to dependable execution.

Flexibility



Even the best plans are subject to unexpected disruptions. That is when you rely on your partner to quickly pivot to identify and execute alternative solutions. Delays takes place, and when they do you need a poised partner with access to redundant networks that will navigate around the barriers.

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Network & Service Capabilities



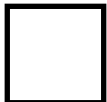
What services and level of attention do you require? Do you prefer a partner who specializes in a certain industry sector or transportation mode? Or do you need a global provider who supports many industries and services? An assessment of geographic coverage and specific service capabilities is necessary to ensure that your business needs are met. The provider will likely have a network that combines in-house resources with third-party vendors. The interactions and longevity of those vendor relations are a strong indicator of how the logistics company builds and sustains partnerships.

Competitive Pricing



When determining a logistics partner, pricing will always be part of the decision equation; understand what is included in the quote and validate it fits into your business strategy. We all know that a truck or storage rate is just one piece of the equation and that many considerations factor into the total pricing proposal.

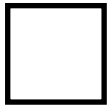
Customized Solutions



Some logistics companies offer a structured package of services. Though a good choice for some customers, your business requirements may not fit into their parameters. You need a partner who will tailor solutions to meet your desired business outcome. The ability to listen, comprehend, and extract your logistical challenges is imperative. Though your business may be complex, the right solution doesn't need to be.

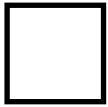
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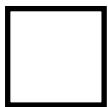
Technology Capabilities

Logistics companies employ varying degrees of technology. They should have a robust transportation management system (TMS) that handles various modes of transport and can support large shipment volumes. Does the logistics provider have real-time tracking capabilities? Support system-to-system connectivity? Good technology solutions support efficient business processes.



Communication & Information Sharing

Clear communication is critical during the transportation of your freight. This can be accomplished by a combination of technology and human interaction. Logistics providers should have tools to support connectivity and collaboration with their customers and transportation vendors, enabling streamlined sharing of shipment data. This may include APIs (Application Programming Interface) where systems share data directly and customer portals with capabilities to manage reports and queries. While technology can be used to address many data gathering and tracking tasks, it's also important that there is someone on the other end of the phone when the need arises.



People Customer Service

At the end of the day this is still a people business. Just as people are the lifeblood of your company, it is the same in the logistics field. The best logistics companies have built teams who have a shared sense of purpose and are problem-solvers who take ownership of their work. They have deep industry experience and are committed to providing a high level of service to their customers.

Schedule a Discovery Session with One of Our Team Members



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+1 (630) 530 6515



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