

Segment General Freight



Background

A major North American manufacturer and service provider of industrial cooling towers in the sectors of power generation, petrochemical, central utilities, pulp & paper, mining, refineries, oil sands and others, performs turnaround work ranging from custom repair, upgrades and rebuilds, to complete tower replacements.

Established manpower, equipment and material resources ensure on-time and on-budget execution and ready response for unplanned scope additions and emergencies such as natural catastrophes, structural failure and tower icing. The company prides itself on providing experienced, quick, safe, accurate and quality responses to their customers' needs.

Challenge

At any given time the company can be actively working at 15 to 20 sites within Canada and the USA and require shipping



of multiple material loads of equipment and dry goods from destinations varying from 200 to 2000 miles, interstate, with short lead time. As the destinations are power plants, nuclear power plants and refineries, there can be some very remote destinations which can be tough to service and ensure timely and safe delivery by carriers, especially in winter, which is their busy season.

Occasionally, regular freight management service providers are unavailable for scheduled pick-ups and therefore unable to deliver time-sensitive specialized equipment, impacting construction crews, workflow, production and customer satisfaction.

Solution

A pre-approved supplemental logistics solution provider, with one call, is able to quickly mobilize its logistics resources and extensive network to provide the transportation and trained personnel required to accommodate the specialized equipment requirements and coordinate the handling of the interstate business through to its delivery point. The benefits to the company are single-source contact co-ordination, consistent workflow and production, cost savings through interstate procurement and on-time customer delivery schedules for customer satisfaction.