

**CASE  
STUDY**

# JUST & RHENUS



**RHENUS AIR & OCEAN**

**JUST FINDS BETTER  
SOLUTIONS AND COST  
SAVINGS WITH RHENUS**

A BETTER SOLUTION FROM RHENUS

# IMPORT FREIGHT CHARGES FROM BRAZIL TO THE US REDUCED BY 10%

JOST is a leading global producer and supplier of safety-critical systems for the commercial vehicle industry, especially for fifth wheel couplings and landing gears. JOST currently employs more than 3,500 staff across the world and has sales and production facilities in more than 20 countries on five continents.

JOST's broad client portfolio ranges from smaller customers requiring the delivery of just a few tonnes of equipment to larger customers requiring anything up to 25,000 tonnes. These large, heavy loads can pose a logistics challenge.



## // ABOUT JOST

Industry: Automotive / Commercial Vehicles

Employees: 3,500

Countries: > 20 countries worldwide

## // RHENUS FREIGHT SERVICES



Air



Ocean



Train



Road



**“ WE ARE  
ALWAYS  
TREATED LIKE  
AN AAA CLIENT  
– ESPECIALLY  
WHEN THERE ARE  
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RHENUS,  
THE CUSTOMER  
IS KING ”**

**Thiemo Ruthenberg**  
Director of Global Logistics at JOST

# JOST'S TRANSPORTATION CHALLENGE

One of JOST's suppliers in Brazil currently ships seven containers of components to JOST in the US every week. The business needs a reliable service provider that can transport this size and weight of shipment.

When these containers arrive in Charleston, South Carolina, JOST also needs its logistics partner to open the freight containers and handle the goods. It therefore needs a partner it can trust.

This size of the shipment has previously created a logistical headache for JOST, especially when industrial unrest in Brazil caused major disruption.





## A SOLUTION-BASED APPROACH

The turmoil created problems for ocean freight leaving Brazil, but Rhenus was able to negotiate the geopolitical intricacies and reroute the shipments via Colombia instead.

A DIRECT SHIPPING ROUTE FROM BRAZIL TO CHARLESTON IS UNAVAILABLE DUE TO INDUSTRIAL UNREST AND HURRICANES

RHENUS RE-ROUTES CONTAINERS TO THE USA VIA COLUMBIA

“ AT THE TIME, I WAS SCEPTICAL AS I THOUGHT THAT RHENUS WASN'T A VERY BIG NAME IN THE USA, BUT I HAVE SINCE LEARNED OTHERWISE.”

Thiemo Ruthenberg  
Director of Global Logistics at JOST

A solution-based approach coupled with the ability to offer more flexibility and reliability has resulted in a lasting relationship between JOST and Rhenus. Rhenus now supports JOST with ocean, air, train, and road freight services.

According to Tiemo Ruthenberg, Director of Global Logistics at JOST, “At the time, I was sceptical as I thought that Rhenus wasn’t a very big name in the USA, but I have since learned otherwise. I’ve never regretted my decision to work with Rhenus. If there are problems, such as storms in the Caribbean that can leave ships at sea for longer, they find solutions and empathise”.

## A COLLABORATIVE RELATIONSHIP

Tiemo claims that Rhenus’ collaborative approach enabled them to quickly establish a trusting relationship along the supply chain, which was “important for people actually working on the ground”.

**“ DESPITE CULTURAL DIFFERENCES, THERE IS AN UNDERSTANDING THAT HAS ALLOWED A COLLABORATIVE WORKING RELATIONSHIP TO FORM.”**

Whenever there are any problems, they are reported immediately – with pictures, if necessary – so that further action can be decided upon. “Despite the cultural differences, there is an understanding that has allowed a collaborative working relationship to form”, Tiemo explains.



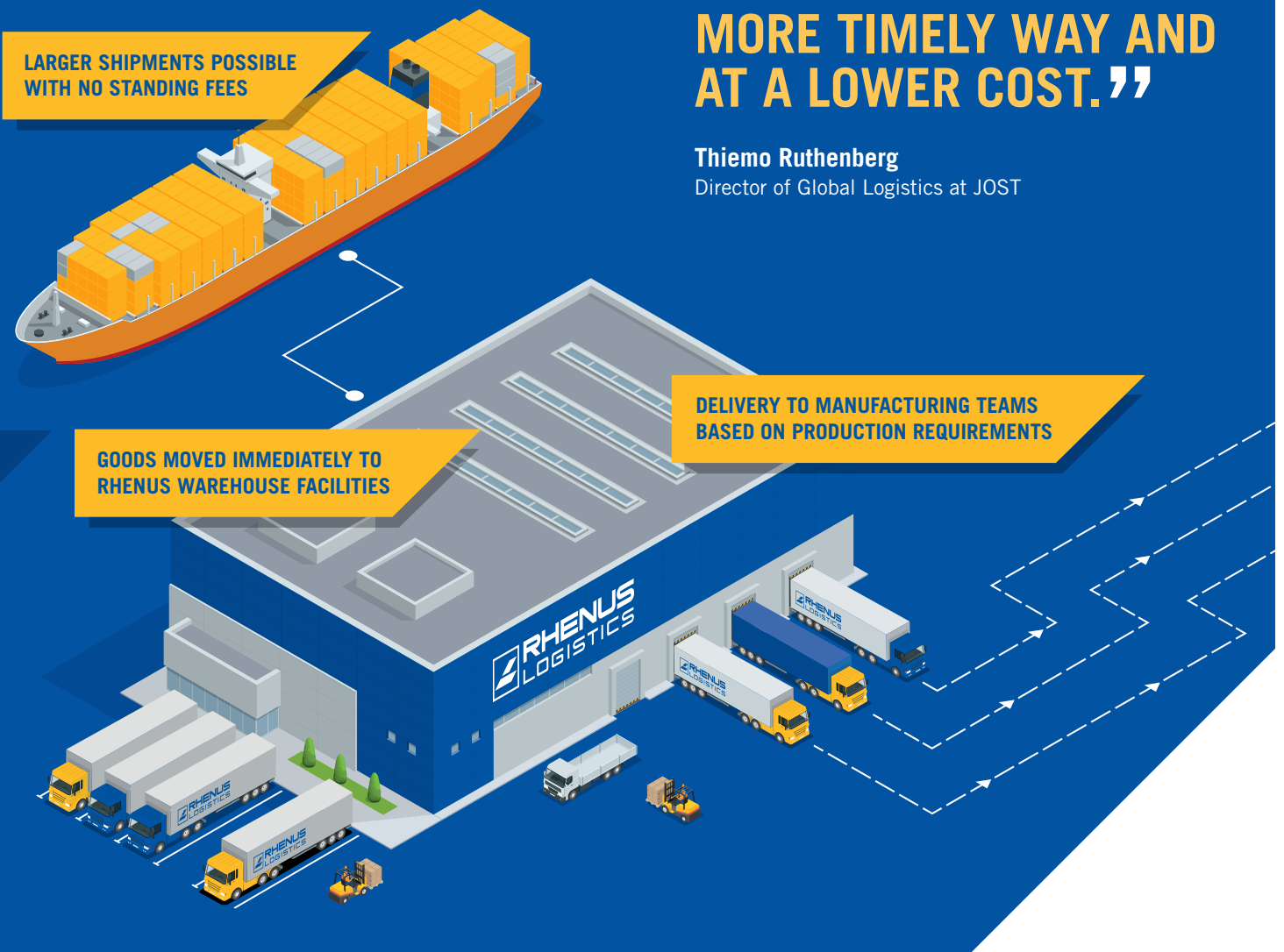
## SMARTER SOLUTIONS

Rhenus' ability to handle the size and weight of the required loads has also been crucial in helping JOST lower its costs. Rhenus' warehouse storage capacity in the USA has allowed a smart delivery system to be introduced in order to better manage the volume of goods heading to JOST in the US, which has also reduced standing fees in Charleston.

Import freight charges from Brazil to the US have now been reduced by 10% as a result.

“ IF SHIPMENTS ARE DELIVERED IN BULK FROM THE HARBOUR, THE PRODUCTION TEAMS ARE LEFT STRUGGLING FOR SPACE, SO WE SPLIT THEM UP INTO SMALLER VOLUMES. OUR SHIPMENTS ARE NOW DELIVERED IN A MORE TIMELY WAY AND AT A LOWER COST. ”

**Thiemo Ruthenberg**  
Director of Global Logistics at JOST



# GLOBAL ANSWERS

## NAVIGATING THE COVID-19 LOCKDOWN



Rhenus has not only been solving problems for JOST in South America. During the Covid-19 crisis, exporting goods from China became a major challenge – especially since JOST has a plant in Wuhan. However, Rhenus was able to provide train and air transport that allowed operations to continue.





**“ RHENUS WAS OBVIOUSLY ALSO AFFECTED BY THE GLOBAL LOCKDOWN, BUT COMMUNICATION REMAINED STRONG AT ALL TIMES ”**

**Thiemo Ruthenberg**

According to Thiemo, “Rhenus was obviously also affected by the global lockdown, but communication remained strong at all times – and space was offered whenever they had some spare volume for air or train freight”.

He added, “When the border between France and Germany closed in Europe, Rhenus was also able to maintain import and export to France”.



## **“THE CUSTOMER IS KING”**

JOST’s ability to work with a single key account manager who can handle all the arrangements instead of simply “taking orders or passing on information” has also been “priceless”, according to Thiemo. This ability has meant that he no longer needs to hold discussions with “country-bosses”, for example, in Brazil or China.

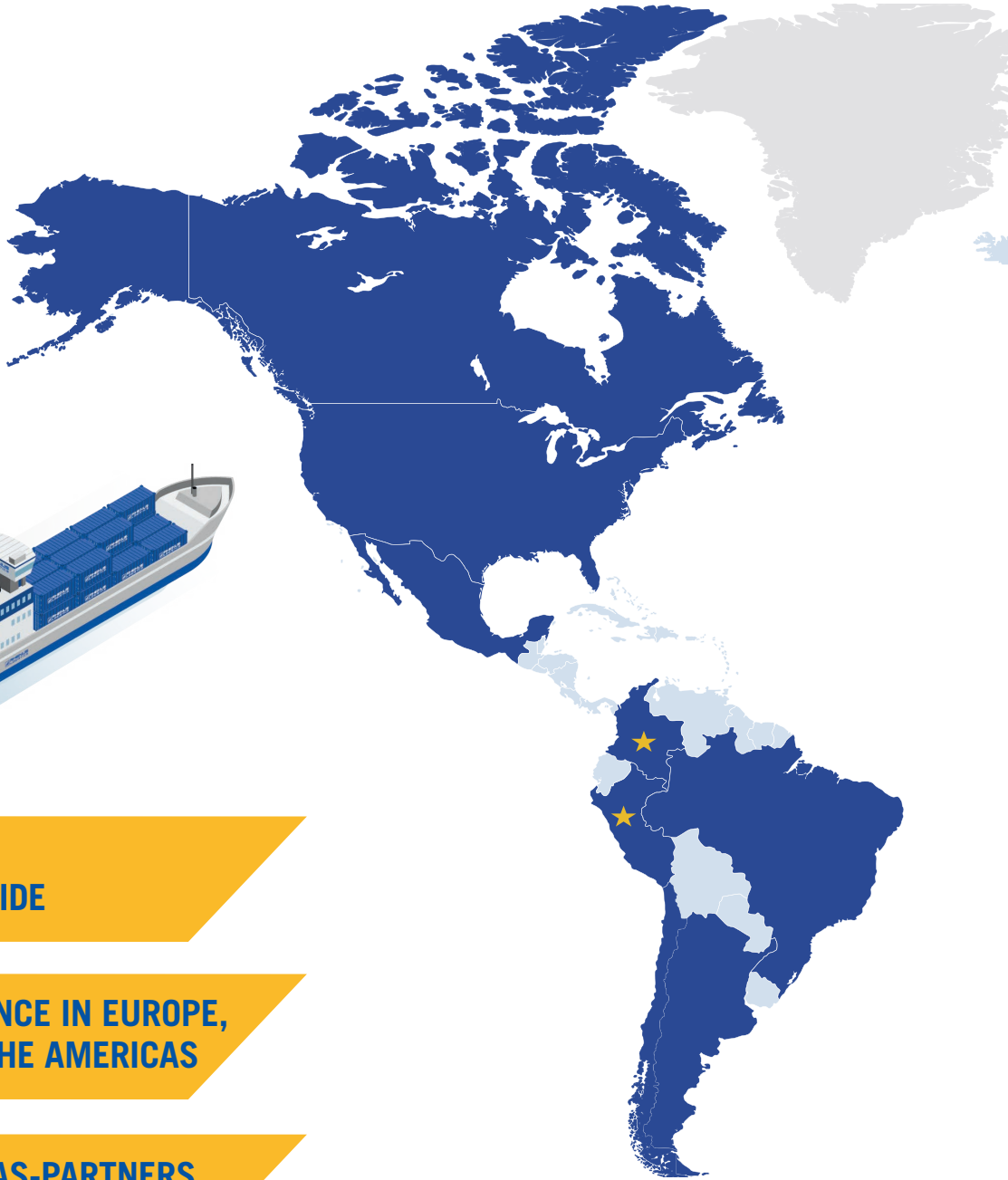
**“ WE HAVE A DIRECT LINE TO SOMEONE IN A LEADING ROLE WHO CAN MAKE THINGS HAPPEN ”**

**Thiemo Ruthenberg**

As Thiemo explains, “We have a direct line to someone in a leading role who can make things happen, which is great”. He also notes numerous additional improvements in service, including communication, delivery, and availability.

“We know Rhenus has bigger clients than JOST, but we are always treated like an AAA client – especially when there are difficulties. At Rhenus, the customer is king.”

# THE RHENUS GROUP IS A LEADING LOGISTICS SERVICE PROVIDER WITH GLOBAL BUSINESS OPERATIONS AND AN ANNUAL TURNOVER OF EUR 5.5 BILLION.



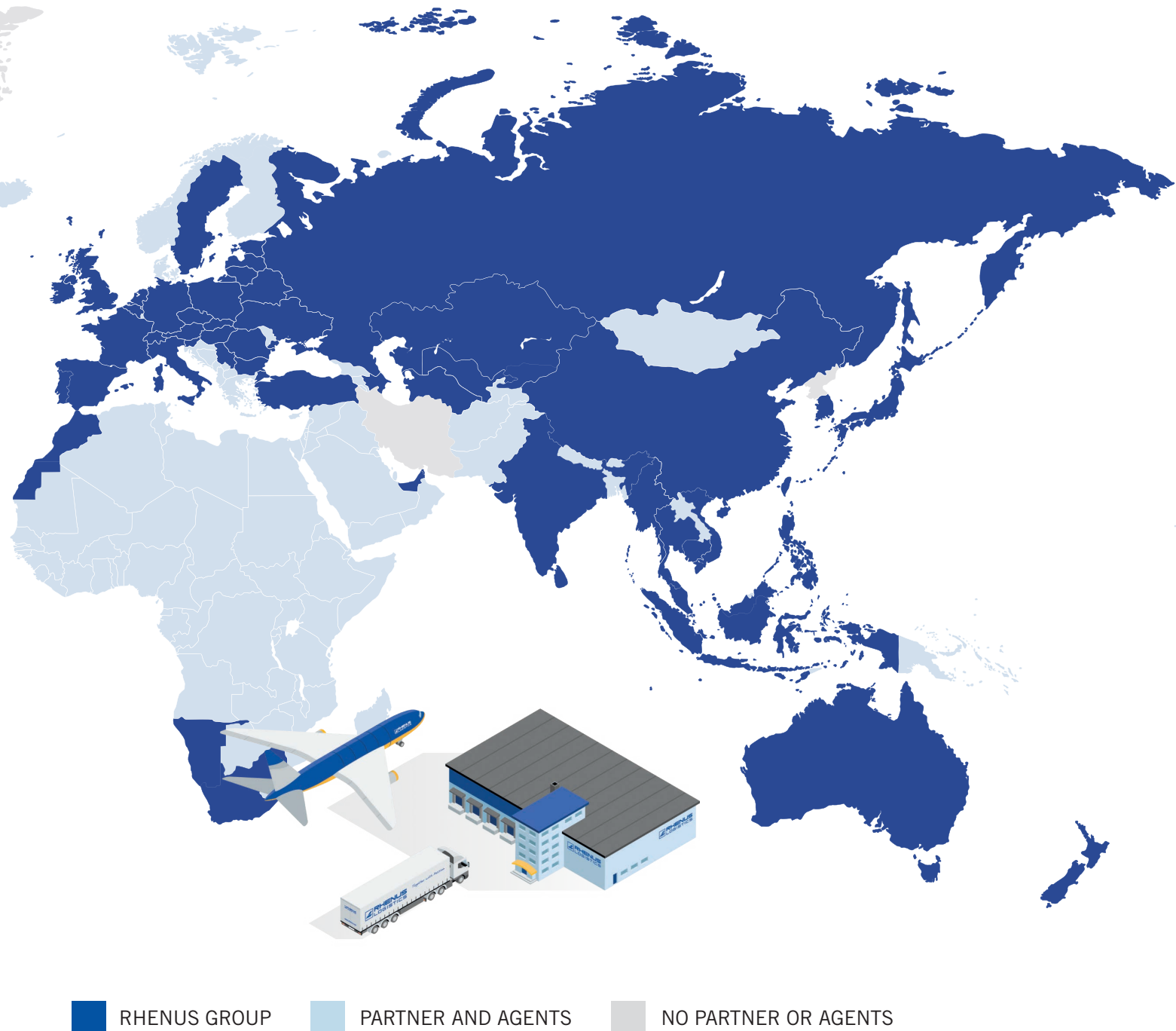
**MORE THAN 750  
LOCATIONS WORLDWIDE**

**WIDESPREAD PRESENCE IN EUROPE,  
ASIA-PACIFIC, AND THE AMERICAS**

**LONG-TERM OVERSEAS-PARTNERS**

★ Office with delegation

With 750 locations worldwide, the Rhenus Group employs 33,000 people and provides solutions for a wide variety of different sectors along the complete supply chain, including multimodal transport operations, warehousing, customs clearance, as well as innovative value-added services.



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