



CUSTOMER SUCCESS IN THE AMERICAS

GUARANTEEING A SEAMLESS FLOW OF GOODS BETWEEN MEXICO AND SOUTH AFRICA

THE CHALLENGES

- ✓ Establish a seamless flow of goods across continents and time zones
- ✓ Manage all processes and communications out of Spanish subsidiary HQ
- ✓ Find a partner with teams in place in each key destination

THE SITUATION

One of the world's leading manufacturers of innovative packaging solutions needed a partner to manage regular cross trade shipments between its new production line in Mexico and South Africa. These shipments would be managed by the company's Spanish subsidiary and coordinated out of Spain.

The main challenge was to introduce consistent systems and processes from origin to destination, particularly because of the issues around communication, costs and the sharing of key information across continents and time zones.

The client identified that the key to success for its new shipment route was to have skilled teams in place in all destinations.

HOW RHENUS HELPED

Rhenus established a seamless line of communication between its teams in Mexico, Spain and South Africa, with the Rhenus Spain team situated in close proximity to the client's Spanish subsidiary.

“ THE TEAM ALSO PROACTIVELY INVESTED TIME IN ANALYSING ALL OPTIONS AVAILABLE TO THE CLIENT SO IT COULD RECOMMEND THE MOST EFFECTIVE AND EFFICIENT SERVICES.”

Rhenus offered flexibility from the start, adapting to the administrative requirements of the client in terms of timings, quoting and billing, etc., to ensure that all processes were as seamless and integrated as possible.

The team also proactively invested time in analysing all options available to the client so it could recommend the most effective and efficient services, including optimal price/transit time shipping solutions, for example.

READ MORE ABOUT THE WORLDWIDE SERVICES OFFERED BY RHENUS:
www.rhenus.group



WHY TAKE THE RHENUS ROUTE?

The success of this partnership has now led to Rhenus managing a range of transit flows for the client across three continents – including 250cbm air freight shipments from Spain to Mexico, air freight from Mexico to South Africa and regular FCL shipments from Mexico to South African under Ex Works (EXW) terms.

Rhenus has teams in place in Mexico, South Africa and Spain to ensure everything runs smoothly. The reassurance that all processes are managed by Rhenus – at the point of origin, via the control centre and at the destination – has given the client the peace of mind they require. The partnership has gone from strength to strength, and the client has expanded the relationship to work with the Rhenus A&O division as well as the Rhenus Road Division.