

AIT solution helps California produce distributor grow into multinational player

The Summary:

When one California produce distributor's food logistics partner was unable to raise the bar on service commitment, AIT's cold-chain experts quickly stepped in to assist with quality procedures for mixed berry shipments—ultimately helping the fruit and vegetable exporter expand their footprint into new global markets.

"Thanks to AIT's perishables expertise and drive to go above and beyond for their clients, we've been able to grow into new markets." – Produce distributor

The Challenge:

Subpar customer service, inadequate quality-control assistance

The produce distributor needed help with pre-transport quality checks and documentation, which their previous forwarder would not provide. At the same time, the customer was looking for an improved customer service relationship, with more transparent and proactive communication.

The Solution:

Faster, flexible, responsive service—for less

With better rates and pricing, and faster turnaround than the customer's previous provider, AIT quickly took on ground and air freight management, as well as the customer's quality-control audit procedures. Within three months, a dozen AIT teammates became experts on the customer's quality assurance procedures, including temperature probing, visual inspection and photo confirmation.

AIT's seasoned food logistics experts also set up on-site phytosanitary inspections via the U.S. Department of Agriculture. Through it all, handling more than 200 temperature-controlled pallets per week, AIT provided the customer with 24-hour proactive shipment-milestone and service-resolution communications.

The AIT Difference Makers

- **Faster, flexible and more affordable** food logistics expertise
- Where other multinationals expect customers to conform to their processes, AIT designs **custom-fit client solutions**—and maintains accountability
- A **hands-on, personal approach** to client relationships and plan development
- A **vast global network** of teammates, facilities and resources, supported by an **approachable, flat organizational structure**, free of red tape

Result:

Increased market share, international expansion

As a direct result of AIT's attention to detail, improved service experience, quality-control assistance, enhanced customer communications, and expansive global network, the produce distributor was able to not only meet their commitment to quality, but also grow their market share in Southeast Asia, the Middle East, and around the world.

Discover what AIT can do for you

For more information about AIT's food logistics solutions, contact Food Logistics Sales Director, Steve Taylor at staylor@aitworldwide.com or (630) 238-5968.