



## CASE STUDY



### Region Served...

Worldwide

### Industry...

Manufacturing

### Client Profile...

SAF-HOLLAND specializes in coupling, lifting, and suspension systems for trucks, buses, tractors, and trailers. SAF-HOLLAND products are sold and serviced under the SAF and Holland brand names from over 4,600 distributor and OEM locations worldwide.

### Business Situation...

The 2006 merger of SAF and Holland created opportunities to improve operational and economic efficiencies for SAF-HOLLAND.

### Solution...

SAF-HOLLAND engaged 3PL Evans Transportation Services to handle its outbound and inbound freight.

### Benefits...

- 5% to 7% annual cost reduction
- Improved delivery performance
- Streamlined supply chain

## Delivering Efficiency: SAF-HOLLAND's 3PL Strategy Improves Bottom Line

In December 2006, SAF in Europe and Holland in the United States merged to create a joint opportunity to enter international growth markets. The merger of the two regionally successful companies created SAF-HOLLAND, a leading global manufacturer of commercial truck and trailer systems and components.

The newly formed entity immediately pursued opportunities to improve efficiencies and provide customers with more responsive service and support. SAF-HOLLAND engaged third-party logistics company Evans Transportation Services to handle its outbound and inbound freight. The strategy paid off with improved operational and economic efficiencies.

"With Evans assistance, we have been able to reduce our freight cost anywhere from 5 percent to 7 percent annually," says Paul Acosta, director of supply chain and logistics for SAF-HOLLAND. "We constantly review our partner relationships against their competitors, and Evans consistently ranks as the best resource."

SAF-HOLLAND holds Evans accountable for identifying efficiencies within the supply chain and achieving on-time delivery performance levels. And, Evans also must ensure optimal modes of transportation in terms of cost, service and ability to deliver solutions for specific freight requirements.

"These guys honestly seek ways to reduce cost for us, they're not just moving freight," Acosta adds. "Their hands on approach and level of experience deliver ongoing opportunities and solutions. They are quick to inform us of industry trends and respond to our needs. I'm very comfortable asking them for additional resources and reporting to help in our business."

**E**vans executives regularly attend mid- and high-level internal management meetings at SAF-HOLLAND to stay atop current needs and future opportunities. Daily interaction directly between SAF-HOLLAND plant operations and Evans operations ensures questions are answered thoroughly by an assigned team with specific working knowledge of SAF-HOLLAND's business.

Shipments are entered over a secure Web-based system that allows supply chain and inventory control teams, as well as suppliers, to track shipments and to ensure proper scheduling. Ongoing system training provided by Evans occurs on-site and over the phone to create a relationship based on continuous improvement and knowledge.

"The proven performance of our logistics division throughout the supply chain year over year has delivered reduced costs, dependable service and significant client loyalty," Evans' CEO Don Cox says. "Nearly all of our clients have been with us for a decade or more because our disciplined approach determines the optimal carrier based on cost, service and specific client requirements."

### **Transitioning To A 3PL**

Within three months, SAF-HOLLAND worked closely with Evans' operations, IT and customer service to transition all modes of transportation for six U.S. and two Canadian facilities.

"Transferring our data to Evans was a smooth transition," Acosta says, "with little interruption at the plant level."

Evans evolutionary process orchestrates efficient transitions based on specific customer requirements. Evans executives regularly met with SAF-HOLLAND sourcing, customer service,

sales, inventory control, supply chain and accounting to gain a complete understanding of the scope of the engagement.

"During the transition, we visited and analyzed each facility, getting to know the people, processes and products at each plant," says Joe Pietrzak, Evans' vice-president of key accounts. "We even analyzed vendors and the equipment each needed to ship product to SAF-HOLLAND."

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**Paul Acosta**  
**Director Supply Chain & Logistics**  
**SAF-HOLLAND**

"Getting to know the SAF-HOLLAND products, product development teams, and sales staff also played an important role in the successful transition," Pietrzak says. "Once those folks trusted us, they were able to convey to their customers that they truly trusted the decision to engage Evans and nothing was going to be compromised, only enhanced."

### **Deciding On A 3PL**

As Paul Acosta and his team weighed their transportation options for SAF-HOLLAND products, numerous questions surfaced. Can a 3PL grow with us from an asset and functional perspective? Will we be able to communicate effectively with a 3PL? What kind of reporting can we expect? Will we receive valuable transportation industry insights to help in our business decisions? The list was extensive.

"When I ask questions of Evans, I receive an honest dialogue based on insightful, deep knowledge of what's happening in transportation and how it impacts my business,"

**A**costa says. “Our company regularly meets with multiple transportation service providers, and I can confidently say Evans is flexible in terms of getting different modes of transportation into a facility and a leader in advanced technology use to create efficiencies in our business. Evans is user friendly and delivers results.”

Prior to Evans, SAF-HOLLAND owned and maintained trailers and managed a network of drivers. Acosta and his team determined Evans would bring new processes and programs to advance already dependable service levels while reducing costs throughout the supply chain. SAF-HOLLAND could now concentrate on advancing its core competencies.

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Evans’ industry-leading proprietary software provides complete transparency throughout SAF-HOLLAND’s supply chain. Continuous investment in technology by Evans enables quality data collection from SAF-HOLLAND and efficient interfaces with partner carriers. Efficiencies within the supply chain, combined with Evans’ significant negotiating power, generate cost savings for SAF-HOLLAND. These efficiencies include reducing the number of times a person handles data and subsequent errors. Fewer corrections and less time spent auditing and reconciling generates significant, positive impact to SAF-HOLLAND’s cash position and cash management.



### **Background...**

As a logistics services company, Evans provides world-class freight solutions for leading companies in diverse industries across North America. Visit [evanstrans.com](http://evanstrans.com) to learn more about Evans’ 25 years of experience in all modes of transportation. Or, contact us to take the next step in reducing costs and increasing dependability—even for your most complicated transportation needs.

### **Contact...**

No matter how complex your transportation needs...

Call (262) 754-5700

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Visit [www.evanstrans.com](http://www.evanstrans.com)