

DGL Wow's Client with IES Technology



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When Linda Snyder, President of freight forwarder Diversified Global Logistics (DGL), purchased the Memphis branch of Forward Logistics Group in 2007, she quickly realized the challenges presented by a name change, "All our customers knew us by another name, and everyone was a little skittish at first. We knew we had a few hurdles ahead."



"We knew we were up for a challenge," adds Bernie Snyder, Vice President at DGL, "One particular shipment comes to mind. In this case, I think it might be best to explain this as a narrative, just as we experienced it. Our German agent had an MD10 aircraft grounded at Frankfurt needing major repairs to one of its Rolls Royce engines," narrates Bernie Snyder, "Aircraft on Ground (AOG) shipments are always 'hot', but this shipment was 'on fire'. The engines could only be repaired at the Rolls Royce RR-Tay facility outside of Dallas."

"However, there was more at stake here than just the potential for short-term loss. Our customer was building a relationship with a new account and was concerned about the potential loss of goodwill and trust."

"We orchestrate everything to ensure the process goes smoothly," Customs Broker Ron Davis explains, "If you think about it, AOG by its nature is a 'hiccup' in the system where something is broken. The trick is how to create order out of a situation which is inherently chaotic. We're not the ones fixing the aircraft, but we're the ones who ensure that everything is on-hand and on-time. In a sense, we're like a surgical

team ensuring that the surgeon has all the tools on hand. There are a lot of details that have to mesh perfectly to ensure that the process runs smoothly.”

“In this case, right at wheels-up, we already had all the AMS information on hand. IES products www.iesltd.com allowed the freight to be pre-cleared well before arrival. We were already speaking to the flatbed dispatcher before the flight landed, and the engine was soon on its way to the RR-Tay repair facility.”

Linda Snyder then comments from a higher-level perspective, “What makes a world class forwarder is repeated success and consistency. In all honesty, we would not be able to compete at this level without IES technology. The IES Web Tracking system is branded as DGL, bringing us up a notch in our level of service offerings.” She concludes, “In the end, the name change to DGL has shown that we are truly a stronger company. IES technology has helped DGL step up to the forefront of the industry.”

About DGL, Inc.
Diversified Global Logistics is an international and domestic freight forwarder and customs broker located in Memphis, Tennessee, providing tailor-made global services including domestic and worldwide air and ocean transportation, customs clearance, documentation preparation, 3PL services, supply chain management, warehousing, distribution and fulfillment solutions. The DGL AOG team delivers proven solutions to each situation. Please visit <http://www.dglintl.com> or contact Bernie Snyder at +1.877.521.5390.

About IES, Ltd.
With offices in the US and Hong Kong, IES, Ltd. is one of the largest transportation software companies in North America. Celebrating its 20th anniversary this year, the IES suite of import and export solutions serves freight forwarders, NVOCC’s, Customs brokers and other transportation intermediaries. IES’s product offerings adjust to the changes and complexities inherent when doing business in the global arena. As a result, the suite of IES solutions are among the most customizable in the industry. Please visit <http://www.iesltd.com> or contact Jason Kohler at +1-201-639-5000.

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