



## NEWS RELEASE

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### **Expedites, International and Customer Service Drive ILS Growth *20 Years Meeting Transportation & Freight Management Challenges***

**WOOSTER**-For three years running, Integrated Logistics Services (ILS) is tracking strong growth in all areas of the transportation industry and heading for another record year. Growth with existing customers, new clients and unmatched customer service are part of the story according to **Esther Kulenich, Director of Transportation Operations**. One point of contact, real time reporting, on-time deliveries and lower pricing are also key ingredients to a successful transportation strategy.

D+S formed the transportation and freight brokerage division in 1998 as a way to service existing clients. Today ILS operates under a powerful logistics platform with an expanded carrier base and a cloud-based system providing continual, real time information to clients. It also operates its own private fleet.

"ILS is part of our total logistics platform which provides customized supply chain management through D+S Distribution and ultra-competitive transportation solutions with ILS. Together the companies provide end-to-end logistics integration and one stop services for our customers," **said Jon Ansel, President of D+S Distribution and ILS.**

Visual data tools and dashboards afford the customer access in multiple dimensions. Information is stored in a proprietary data base. Clients can research information through a number of existing reports or customize their own dashboards and reports according to Kulenich. Better processes, including a number of fail safes, keeps ILS working better and smarter but the key to success remains customer service.

While ILS works as a team, each customer has one person who shoulders ownership of the account. Everyone in the small, tight-knit group has a specialty and all have been cross trained. In addition, customers can reach the ILS unit 24/7.

The largest growth sector for ILS this year is international. "We go everywhere in the world," said Kulenich. ILS handles all the paperwork, checks and rechecks the information, tracks the progress of the load and keeps the client advised along the way. Solid air freight and a good working relationship with the local Cleveland station keep a check on pricing.

ILS is also experiencing a jump in expedites. A proprietary expedite platform utilizing smaller carrier bases provide ILS with a pricing advantage sometimes half the cost of regular expedites. "If we get to quote, we win the quote," said Kulenich. Expediting goods and products are more relevant now than ever before.

Those dealing in the transportation arena such as the automotive and recreational vehicle industries need to ship as soon as possible to meet consumer demands. Also with E-commerce, the shopping channel of choice for consumers, the pressure is on logistics companies to process a higher volume of goods and ship them faster.

Truck load continues to be an industry challenge. Tight capacity is predicted to escalate creating higher demand and higher prices. "We advise our clients if they have a really good truck load rate, they should stick with it. The market remains too volatile to jump," said Kulenich.

In 2017, the U.S. trucking industry generated more than \$700 billion in revenue and volume is expected to rise 4.2 percent in the United States this year according to the American Trucking Associations (ATA). The trucking industry is undergoing its best period of growth in years, according to the experts, fueled in part by a manufacturing industry rebound, a healthy economy and consumer spending.

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