



NEWS RELEASE

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Integrated Logistics Services on Path for Record Year ***Less-Than-Truck-Load Largest Growth Area***

WOOSTER--Integrated Logistics Services (ILS), an affiliated entity of D+S Distribution, continues on a solid growth pattern in 2017. A combination of new clients and stable growth with existing accounts will propel the transportation partner to a record year. Utilizing a comprehensive transportation strategy approach is one of the keys to its success.

The biggest growth sector for ILS in 2017 is Less-Than-Truck-Load (LTL) with \$100,000/month increases since January. Clients recognize the advantages of more cost effective rates during this period where truck rates are soaring. It simply makes sense to ship LTL according to **Esther Kulenich, Director of Transportation Operations at ILS.**

ILS partners with DLS Worldwide, a division of RR Donnelly (RRD), to create the most economical, easy to use LTL programs around. ILS is recognized as one of the top stations by RRD, ranking 27 out of more than 150 national stations. The LTL market is enjoying a revival thanks to e-commerce and the substantial investment in technology in the LTL market.

"LTL was a cumbersome system for clients to navigate – so much so the client would come to us to garner quotes," said Kulenich. "Significant improvements in Customer Relationship Management (CRM) created a user-friendly system giving clients a straightforward way to get a quote anytime of the day or night." Quoting is the easy part added Kulenich. Managing and tracking are the nuts and bolts of shipping. "ILS is the advocate for its customers. Staff members track the freight daily, solve load discrepancies and resolve damage issues."

February 2015 was the first time ILS shipped and supported international shipping. Today it handles double-digit shipments each month. The largest contributor to international shipping is Will Burt, a premier manufacturer of mobile telescoping mast and tower solutions. International still remains a small portion of the company's business. "It's important to do everything and do it well. It is costly to ship international," 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.

Truck Load continues to be the challenge child according to industry experts. The recent uptick in the economy caused a crunch for trucking partners and for the first time since 2004, shifted pricing power to the carriers. Some lanes have seen prices nearly double the previous rate. "We have an advantage as a manufacturing shipper which tends to be repeat loads. We work hard to be creative for our clients and always provide information on ways to save dollars. ILS also operates its own private fleet which is a god-send to clients," added Kulenich.

ILS operates a small, seasoned team for better efficiencies. Each staff member has strong communication skills and a solid attention to details. The team develops relationships with an extensive carrier base and provides a single point of contact. ILS offers 24/7 personnel support plus custom reporting in real time.



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