

Case Study

CEVA Logistics

About CEVA Logistics:

CEVA Logistics, a world leader in third-party logistics, provides and operates transportation and supply-chain solutions for large or medium size national and multinational companies. CEVA Logistics offers a broad range of end-to-end, customized solutions in contract logistics and air, ocean, ground and finished vehicle transport worldwide. They have 110,000 employees, operating over 1,300 facilities in more than 170 countries. CEVA Logistics' experienced specialists focus on seamlessly designing end-to-end customized solutions to meet the complex and rapidly evolving supply chain needs whatever the business sector. CEVA Logistics is part of the CMA CGM Group, a world leader in shipping and logistics.

Problem Statement:



Challenges with their current vendors such as poor communication, low-quality work, deadlines not met, lack of expertise, and unsatisfactory customer service.

Approach:



In response to their persistent challenge and to maintain our commitment to delivering excellent services, we implemented our gold standard service delivery model.

Solution:



We put together a highly skilled team with established Standard Operating Procedures (SOPs) and detailed documentation to efficiently carry out tasks.

Our Awards:



Outcome & Benefits:

We consistently achieve 100% adherence to our Service Level Agreements (SLAs), guaranteeing zero unplanned downtime. This seamless operational reliability enables businesses to carry out their tasks without interruption, boosting productivity and enhancing our customers' revenue generation.

Technology Used:

iSeries, RPG, COBOL, PKMS, DB2/400

Testimonial:

"It has been quick to get through 3 years, congratulations!"

Generally from my perspective I've been pretty happy with the Megamax service, as you know I value having a highly dependable and repeatable service. I often talk about running our service at 99.99% uptime and I think you are a very important part of achieving that. That's about having well documented processes, trained staff and a positive continuous improvement approach towards attaining the goal.