



RESULTS/ OUTCOMES

PITT OHIO earned the manufacturer's trust with communication, zero claims, and 97% on-time service.

The manufacturers customers receive their air conditioners faster because of PITT OHIO's next day service from Harrisburg, PA to Goshen, IN.

By improving delivery service with PITT OHIO, they also gained efficiency in their supply chain and improved satisfaction with their customers.

The manufacturer of transportation air conditioning systems believes in making a quality product and standing behind it. With PITT OHIO's quality service, they now complete the supply chain from pickup to delivery with a daily solution everyone can stand behind.

If any issues do arise, resolution is quick with the PITT OHIO Customer Service team. The manufacturer is able to manage their customers expectations and keep them happy with proactive communication.

CUSTOMER SATISFACTION FROM PROACTIVE COMMUNICATION

OVERVIEW

Since 1979, this industry leading manufacturer of transportation air conditioning systems has put their customers' needs first. Their customers demand a lot from them, and in turn, the manufacturer must partner with and rely on service providers who align with their commitment to customer service. When service standards began to slip and communication lagged with their current LTL provider, PITT OHIO stepped in with top level customer service and improvements to increase productivity resulting in 97% on time service and zero claims.

WHAT WAS THE PROBLEM?

This air conditioner manufacturer recognizes the value of communication because it fosters long-term, positive relationships with customers, suppliers and employees. When the shipping department experienced a lack of communication and inconsistent service with their current LTL provider, they began to explore other options.

WHAT WAS THE SOLUTION PITT OHIO DEVELOPED?

On a ride along with one of our drivers in Harrisburg, the PITT OHIO Sales Representative made a visit to the facility. Through an in-depth conversation, together they uncovered details about the account, their needs, and what was required for a successful partnership.

The PITT OHIO Sales Representative knew Harrisburg, PA to Goshen, IN is a next day lane in PITT OHIO's territory. To ensure exceptional communication from the start, he brought together the Terminal Managers from each location into a conversation with the customer's corresponding shipping departments.

Communication is important to the customer, but service, of course, is still a top priority. An LTL provider who properly communicated any disruptions was a requirement from the customer and PITT OHIO took it a step further by connecting the terminals and shipping departments together. The manufacturer knew exactly who to contact should any issues arise.