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RIM logistics

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CIO TOP 25
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TECHNOLOGY SOLUTION PROVIDERS - 2017

*The annual listing of companies providing Logistics Technology Solutions
helping clients build competitive advantage and transform their businesses*

Joe Phillip
Managing Editor

Company:
RIM Logistics

Key Person:
Mike Powell
Vice President

Description:
A logistics solution provider specializing in drawback consultation, international and domestic shipping

Website:
rimlogistics.com

Top 25 Logistics Technology Solution Providers - 2017

From solely unmanned robots in warehouses to much-anticipated drones for order fulfillment—the present logistics industry is witnessing a massive transformational phase. As factors like speed of delivery, user experience, and accuracy keep getting increasingly crucial to be key service differentiators, businesses are bound to re-device far-fetched and agile strategies. The updated business models demand leveraging economies of scale coupled with being adept at meeting consumer needs. Artificial intelligence has already penetrated the space, the future of supply chain awaits complete automation and self-orchestration.

A rapidly evolving technological strand of logistics and supply chain management are creating strategic opportunities for organizations to build competitive edges. This unprecedented pace of change is anticipated to drive in more underlying technologies that would be cautiously adopted by industries globally. Logistics and supply chain solution providers of tomorrow are entailed to be leaner, faster and most importantly, self-governed.

The last couple of years have seen the emergence of Enterprise Logistics Providers equipped with a robust end-to-end service offering including domestic transportation, international logistics management, private fleet consulting, transportation management system (TMS) applications, warehouse sourcing, freight payment and audit, supply chain analytics, LEAN consulting, secondary packaging and more. Amidst the myriad of solutions present in the market, today, companies are looking out for reliable logistics partners that are geared up to reshape itself with the escalating consumer demand. In a bid to assist CIOs to identify the most advanced and trustworthy companies to partner with, the editorial board at CIO Applications has earnestly filtered the most prominent vendors and solution providers in the contemporary Logistics Technology arena. In the current issue, we present to you the "Top 25 Logistics Technology Solution Providers" of the year 2017.

RIM Logistics
Delivering in the Age of the Customer

Mike Powell,
Vice President

Celebrating its 20th anniversary as a customer-centric service provider, RIM Logistics has undergone a major digital transformation. In a bid to transcend above the traditional manual paper-driven processes—adopted by the majority of logistics service providers—towards a more service-oriented workflow, the organization has replaced their ERP with a CRM platform at the center of its operations. The primary motive behind this was that RIM Logistics, a third-party logistics provider, has always been relationship-driven. "Our lifeblood is our relationship with our customers, employees, and partners. At a foundational level, we sell service and information," explained Mike Powell, Vice President of Technology Solutions. A major asset of this metamorphosis is a virtual customer community that drives an individualized and collaborative experience to their customers and partners around the world.

Recognizing that an effortless experience is paramount, RIM Logistics has deployed an omnichannel approach to service—aggregating phone calls, emails, text messages and social network communication with its customers—making connecting with their customers frictionless. With this focused approach, RIM Logistics offers a portfolio of tailored logistics services including Air & Ocean Freight Forwarding, Warehouse, Distribution and final mile delivery, Customs and Regulatory Compliance Consultation, and Contract Management services.

Not only does RIM Logistics help their clients streamline their supply chain, and ensure that they comply with all the regulations associated with logistics operations, they

Logistics apart from the competition. RIM has begun leveraging the latest in Internet of Things (IoT) to harness information and tap into direct data feeds from their carriers and partners, manage exceptions, and help their customers be more proactive in managing their supply chain activities. According to Powell, the addition of artificial intelligence (AI) and machine learning will refine their data-driven services and leverage the vast amount of data now made available across the global operations.

"Consumer buying patterns are changing drastically and organizations including many retail stores, are struggling to adapt," comments Powell.

RIM Logistics, an international and domestic freight forwarding company, has always been relationship-driven—adding more gravitas to its customer, employee, and vendor relations

go beyond the services that their competitors offer, and deliver relevant information in a digestible format. In that regard, as the industry progresses steadily to a commoditized world, Powell identifies the value of service and provision of more actionable data for business analysis as what sets RIM

To help facilitate this shift, RIM Logistics couples visibility tools from purchase order inception, through its omnichannel distribution model, to the final consumer. RIM's Community gives customers, partners, and employees the information they need, when they need it, at their fingertips. **CA**