

# PARTNERS LOGISTICS: A DECADE OF SERVICE THAT REVOLUTIONIZED THE FOREIGN TRADE



Raúl Bravo, Managing Director of Partners Logistics Perú SAC

Logistics Operator celebrates its 10th Anniversary. Thanks to the growth of its maritime exports, the company has consolidated itself among the top 40 cargo agents. At a general level in 2018, it was ranked among the top 50.

In these 10 years of operation, Partners Logistics Peru has strengthened year after year. Its growth and global positioning in the rankings of freight forwarders, parallel to the composition of a culture and service philosophy that, together with competitive rates, have been the main tool for loyalty and expansion of client portfolio.

In this interview, Raúl Bravo, Managing Director of Partners Logistics Perú SAC, gives us a review of the success story of the company; In addition, they advanced the numbers that have accompanied the development of their services, the investments they have made in their service structure, as well as the news and projections they have for this year.

## The philosophy of a decade

**What has been the evolution and growth of the company in these 10 years? What are they about to fulfill?**

Partners Logistics Peru was created with two objectives: to create a company where our collaborators will find not only a philosophy of work but, most important, a philosophy of life that always motivates them to be better persons and since we are convinced that talking about a culture of service that starts from home base on the objectives that arise, creating a company with the firm intention to revolutionize the market of outside commerce based on the level of service that has been developed in all our processing. Today, the area we occupy is the result of the union of these two objectives.

Throughout these years we have undergone several transformations, but with a lot of work, a committed team and the right partners we have become one of the first 50 freight forwarding agents in Peru. Today we are Partners Logistics Perú SAC; the team that "Together, we can do everything" is our moto and our feeling day by day.

## What would you say have been the main achievements of the company?

The achievements of Partners Logistics Peru have been reflected in several fields In Maritime Exports. We have consolidated ourselves within the Top 40; the volume of TEUS exported year after year has been increasing thanks to the trust of our customers and the effort and dedication of all the export teams of our office, as well as the negotiations that we do with our service providers for the benefit of our customers. In maritime imports, despite the variations in freight rates (There have been many), we have managed to position ourselves in an important place within of this market. This allows us to be able to carry out better negotiations with the shipping companies and agents. The import team does an exceptional job with our clients and agents, keeping them very well informed of the development of their shipments.

For 2 years we have been certified for an air code, we have been working hard on both imports and exports. This we has also allowed us to develop our consolidated air from Miami, the Eagle Service, named for the speed and strength of the service. Thanks to the dedication and monitoring of the Imports team making the commitment to this service, our clients are seeing a bigger opportunity to advance their business.

This year, and for the second consecutive year we have been awarded by X2 Elite, one of the networks in which we belong, the "Best Operations Agent in South America", thanks to the efforts of our collaborators who understand very well the philosophy of our company

## Do you plan to make new investments or improvements for this year as part of this anniversary?

Yes, definitely investments are and have been very important in the history of Partners Logistics Perú SAC since every year our work plan included some type of investment. For example, last year we moved to a new, bigger, more comfortable and modern office, always knowing that it is necessary to have an environment that brings together all that our collaborators need to provide them with the best tools for their work or daily activities.

In addition, we are investing in a new system whose development is based on facilitating our clients and agents to obtain the status of their shipment and online documentation. We are sure that this will make operations more agile.

To date we are focused on consolidating our BASC certification and soon the OAS (Authorized Economic Operator) when it enters validity for freight forwarders.

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The volume of TEUS exported year to year has been increasingly thankful for the confidence of our customers and the effort and dedication of the entire export team from our office.

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## What is the image that you have projected of the company?

Effectively for us the image of the company is very important, and to date the image we project is that of a solid company not only financially but from its bases. In addition, we believe that there is nothing static and there are always better things to develop and innovate. Last year we had the pleasure of brightening up our customers with a Brewer Pack, limited edition, designed entirely by our collaborators.

## Investments and projections

### What services and operations do they provide?

We are a Logistics operator that provides the following services: Shipment of import and export cargo, airborne and of all types of products, dry, refrigerated and cool load projects and oversized.

We also offer Integral Logistics of import and export. Since we can carry out transport services, customs, storage, local distribution, interprovincial transit, and handling of stock, we offer insurance for all loads for all risks. Everything that our customers require within their logistical chain that generates their success.

### How have you fared in market share and profitability in 2018?

As I mentioned before, in maritime exports growth is very important, placing us among the top 40 agents of freight expertise in maritime imports, our growth has allowed us to be within the top 70. On a general level, our company was placed within the top 50 being the goal planned at the beginning of the year of 2018.

### What is the reason for the outstanding growth of its Logistics Integral Service?

It is the answer to a trend that today's customers choose because they want to have one person to coordinate their logistics for their exports or imports. And its at that key point that a team-oriented service like ours, give them what they need. Our team is highly qualified so that the client does not worry about the results of the operation.

### What is your high level of service based on while saving the costs of your customers?

We have carried out a process of evaluation and approval of suppliers and strategic partners, with whom we are committed to obtaining significant improvements in our negotiations where the main characteristics taken into account has been the level of service, without of course having set aside competitive rates. That binomial has created an excellent level that allows our customers to be efficient in its logistics costs, even a very high level of service.

### What advantages do they offer their clients in the different operations that are performing?

At this time I can assure you the the benefits we have are:

- Constant monitoring of your freight, so you can always be one step ahead before any event occurs during the transit of your cargo.
- Coverage. PARTNERS LOGISTICS PERU can reach any part of the world.



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This binomial has given us an excellent position that lets our customers be efficient in their logistic costs during a very high level of service.

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- We have a large branch of agents within the networks that we belong to, such as X2 Elite, X2 Projects, and WFN, which allows us to have a wide range of services and rates.
- Flexibility - We adjust our procedures to extend to the logistics needed by our customers.
- Highly qualified and versatile team - We have experience in all types of management and products with our collaborators in constant up to date training in the services we offer.

**How important are technologies in their operations and which ones have they implemented?**

For the company, it is extremely important to have technologies that help with the processing of our clients. In 2018 we had made a strong investment in our management system at all levels. That is why we have implemented a module that encompasses all aspects such as sales, operations, online tracking, administration, and accounting. This provides our customers with greater benefits for monitoring the information about their shipments while staying in touch with us when they need it in real time.

**What is the experience and training of your staff?**

Our company is part of the Association of Freight forwarders and international consolidators of Peru (AACCI), who hold seminars and monthly courses that allows our collaborators to be in constant training within a department that we, ourselves, have developed since there are no institutes nor universities that train us as International Freight Forwarders. So We put together a highly qualified team for the needs of the market.

**What are your growth projections for this calendar year?**

2018 was a difficult year because things were not easy; the country, immersed in an unsuccessful power struggle, caused a large shrinkage during part of the year. The outlook we see is different for 2019 and we have been approaching it with optimism because we believe that the conditions are being met and ready for expansion. Our goals to grow locally and internationally are still standing and towards that, we are moving forward, we estimate a 20% growth in all our services and we have the strength, the tools, and the manpower to achieve it. 🎯