

# How a Global LSP Won a 150% Increase in High-Value, Tobacco Shipments

## Challenge

A Global LSP wanted to provide their customers with a solution for preventing cargo theft and pilferage while also boosting carrier compliance. The client distinguishes themselves as a premiere provider in the freight brokerage industry, and they needed a technology partner to scale their service offering into tobacco shipments to win and keep high-value freight.

## Overhaul's Solution

This customer partnered with Overhaul to assist in meeting their security and risk management goals with a combination of technology and managed services. Through our partnership, they received more than a solution for effective risk management. Overhaul's Risk solution gave them the tools to quickly scale their existing security program. The LSP continues to expand their internal security monitoring operation by layering over Overhaul's Risk solution and unlocking more volume and new business opportunities.

## Impact

### Land New High-Value Customers

By enhancing their security capabilities, our customer expanded their program to more customers, which now included coverage expansion into their own non-brokered loads. With Overhaul's Risk solution, the customer's team can manage by exception and further enhance their internal security operation with active shipment monitoring. Overhaul has helped them to track, monitor, and secure over \$600M in shipment volume with a perfect 100% delivery rate.

### Expand Existing Accounts by 6X

After a successful first year protecting a global retail manufacturer's business, the LSP expanded the account from one origin location to six. This expansion provided the LSP with over a 150% increase of trusted high-value shipments for that customer.

### Reduced FTL Cargo Theft to Zero

After partnering with Overhaul, the LSP significantly reduced the risk of FTL cargo theft and pilferage for its high-value, theft-attractive customers. Less risk for their customers also meant improved carrier conformance and fewer losses associated with theft, pilferage, and non-compliance. Across over 2,000 high-value, theft-attractive shipments supported by Overhaul, the LSP has reported 0 total FTL cargo thefts to-date.

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## Why Overhaul Wins

At Overhaul, we're technologists. But before that, we were supply chain practitioners. We've cut airway bills, trained logistics service providers in best practices, owned and operated motor carriers, and underwritten \$1B books of insurance. Together with our early customers, like Microsoft, we built our 2,900+ years of experience and their best-in-class requirements into one easy-to-use platform.

### We're Data & Device Agnostic

Our platform takes on whatever form of data the customer can provide. And then we go further. Our expert team sources and manages the best devices for their use case, so we never miss a ping.

### Our Incredible Implementation & Customer Service

Imagine software that you can set up in days, not months. Overhaul's average Time to Value is just 14 days. That means it takes only two weeks to start tracking the first shipment and start making improvements to your lanes and your life.

### One-of-a-Kind Human-in-the-Loop Intelligence

When Overhaul calls, our security partners pick up. At least, that's what our friends at TAPA say. Our technology does the heavy lifting in alerting the customer's team to non-conformances that are likely to lead to a damage or theft. Then, our relationships with law enforcement and security officials close the loop.



To learn more, contact [sales@over-haul.com](mailto:sales@over-haul.com)