

# CASE STUDY

## AMERIGLOBE



### “Responsiveness” and “individual attention” wins AmeriGlobe’s trust

From the first day FlexCon began business, their vision was to make flexible containers that meet the standards set by customers. We began hearing positive comments almost as soon as we sold our first bulk containers and those comments let us know we are meeting the mission we set for ourselves. In 2002 Flexcon changed their name to **AmeriGlobe** and continues to be a company that lets the needs and expectations of customers guide the operations of their business.

AmeriGlobe’s vision has never changed, even though their product lines have. Meeting the new challenges with new designs, new products and new services is expected by the AmeriGlobe customers. They know they can count on AmeriGlobe to innovate, create, craft, and deliver, all the while maintaining focus on their needs. Our customers know we understand the definition of "responsiveness" and "individual attention."

## RESPONSIVENESS

*individual attention*



*simply at your service™*

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### the **RAK** CHALLENGE

AmeriGlobe wasn't looking to change freight forwarders. So, how would we get the opportunity to do business with them? Through our efforts of building a relationship with the organization, being a local company and provided better pricing for them, they gave us a chance.

### the **RAK** SOLUTION

AmeriGlobes imports over 200 containers per year from China and India. We provided a solution of reduced costs, transparency in tracking the shipments and local offices in the USA and China. With our China offices, our communication and transparency has been elevated.

### the **RAK** RESULTS

We are now handling all imported containers from China. We have been responsive with local support in Texas and Louisiana and international support from China has created a seamless solution. We have delivered on everything we promised . . . reduced costs . . . transparency . . . high level communication . . . but the individual attention that is provided to this customer has sealed the deal!



*simply at your service™*

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