



THE ILS COMPANY
INTERNATIONAL LOGISTIC SOLUTIONS

BUSINESS CASE

From challenge to expansion: how did this aerospace customer to ensure its continuity and confidence

The Aerospace and Military Industry is experiencing a boost.

Thanks to the ongoing support of The ILS Company, our client — a strong, globally recognized leader in the aerospace industry — was able to maintain its logistics operations without interruption, even during a complex corporate transition. Over the course of eight years, shipping volume grew by more than 800%, driven by a relationship based on trust, adaptability, and scalability.

- ✓ 800% increase in logistics movements since 2017.
- ✓ 9 years of continuous and strategic collaboration.
- ✓ 100% compliance in supply chain security audits (C-TPAT and AEO).

A little about our client

Location: Hermosillo, Sonora, México

Industry: Aerospace and Military

Commodity: Woofers for alarms and specialized speakers

Time as an ILS client: 9 years

The challenge

Maintain operational continuity in the face of expired tariffs and contractual restrictions on multiple key routes.

In 2024, the Hermosillo plant encountered a critical situation involving several routes operated by ILS that had expired. However, due to internal contractual constraints, the company could not make an immediate adjustment to any of the affected routes.



The logistics operation, which included domestic and cross-border movements to various plants, was at risk of interruption unless a viable, rapid solution was found to maintain service without disrupting production.

The solution

An immediate response, internal collaboration, and full commitment to continuity.

The ILS commercial team and operations activated an urgent review with suppliers to find a viable solution. They maintained the previous rate for a critical five-month period without disrupting operations.

This solution was possible thanks to:

- 👉 **Effective internal collaboration** between sales and operations enables agile decision-making.
- 👉 **Adaptability and problem-solving** without causing friction for the customer.
- 👉 **We demonstrate commercial flexibility** by understanding the customer's contractual situation.
- 👉 **We are committed to operational continuity**, even in the face of uncertain scenarios.



Despite the termination of the contract with the current company, we continued working with ILS due to the good relationship and quality of service.

When we requested their support to maintain operations under existing conditions, they showed willingness and commitment, for which we are very grateful.



The results

Strategic alliance, logistical expansion and safety validation.

Working with The ILS Company solved an operational problem and consolidated a long-term strategic alliance.

- ✓ **We achieved total security compliance**, obtaining a 100% score in the Virtual Validation audit on supply chain security (C-TPAT and AEO).
- ✓ **Service scalability**: We expanded from operating a single route to coordinating multiple routes with various customer facilities across the country.
- ✓ **We achieved sustained growth**, with the volume of shipments increasing by more than 800% over eight years.
- ✓ **Strong relationships and continuity**: Even after the contract ended and ownership changed, the plant decided to continue working with ILS, demonstrating the value of the trust built.

A Trusted Logistics Partner

This case demonstrates that **The ILS Company is not just a logistics provider but also a strategic partner**. Our ability to adapt to critical situations, respond quickly, and work closely with our customers enables us to develop solutions that go beyond the operational level.

In demanding sectors such as aerospace and the military, having a partner who understands the complexity of the business is essential. For almost a decade, **ILS has provided value, sustained growth, and ensured continuity** for this large aerospace company, even in high-pressure environments.

Trust is not earned overnight; it is built delivery after delivery. **At ILS, we work alongside our clients so that every challenge becomes an opportunity to move forward together.**





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