



THE ILS COMPANY  
INTERNATIONAL LOGISTIC SOLUTIONS

# BUSINESS CASE

**From Uncertainty to Fluidity: How the ILS Company Transformed a Logistical Challenge into Operational Continuity**

**PROPRIETARY INFORMATION BELONGING TO THE ILS COMPANY LLC.** This Business Case is a reference from a customer in the industry we serve and is for informational purposes only. While we've strived to provide accurate information, you should always consult with a qualified professional before making any decisions based on this content.

## Impact on the Client's Operations

Thanks to the agile and strategic response of The ILS Company, a German automotive company was able to stabilize logistics on an unconventional route from Lithuania to Mexico. This operation eliminated delays and cost overruns and evolved from a one-time shipment to a reliable weekly schedule in just a few months. There is full visibility at every stage of the process.

- ✓ Two containers per week are coordinated from Lithuania.
- ✓ One hundred percent of deliveries are made within the estimated time.
- ✓ Eighty percent less waiting time is required for pickups.
- ✓ No claims have been filed since the beginning.

## About our client: A German automotive company

**Location:** The HQ are in Germany, and there are offices in Querétaro and Lagos de Moreno, Jalisco, Mexico. The company is also present in the United States and China.

**Industry:** Automotive

**Commodity:** Specialized components for the automotive sector.

**Time as an ILS client:** Since December 2024

## The challenge

The German automotive company needed a logistics partner that could quickly and accurately respond to its most common requirements, mainly air and sea imports from China, and that could also meet a specific need. **FCL sea imports from Lithuania to Mexico—an unusual route.**



Despite having suppliers, they faced the following issues:

- Delays in pickups.
- They needed visibility and traceability of shipments.
- They also needed to avoid tension with their supplier due to long wait times.

In the automotive industry, where every minute counts, these issues threatened operational continuity. These issues must be anticipated to prevent them from happening.

## The solution

**Immediate response and constant support.**

The ILS team activated its global network and coordinated with a representative in Lithuania.

- 👉 **Immediate implementation of the operation**, starting with monthly shipments and evolving to a weekly schedule.
- 👉 **The customer service manager**, José Jiménez, and his operations team provided continuous monitoring, and Lissette Beltrán ensured fluid communication from sales.
- 👉 **The carrier development, transportation, and sales departments** collaborated to ensure efficiency in every movement.

**Beyond the service, the customer valued the human support**



We finally feel that someone understands us. We appreciate being kept informed at all times. That makes all the difference.



## The results

The operation transitioned from uncertainty to a reliable, structured process.

- ✓ A constant flow of two 40-foot Q FCL containers per week from Lithuania.
- ✓ 100% of deliveries were on time in the first quarter of 2024.
- ✓ A 80% reduction in waiting times at origin.
- ✓ Zero complaints were recorded, and negative comments and concerns were transformed into expressions of gratitude.

Today, the German automotive company can rest assured that every pickup, departure, and arrival is under control, with total visibility and no operational friction.

## A Trusted Logistics Partner

What began as a one-time shipment quickly turned into a trusting relationship. With the ILS Company, the **German automotive company** found not only a supplier but also a **strategic ally that understands the urgency and precision** demanded by the automotive industry.

We do more than just move cargo; we build continuity and trust. In logistics, that makes all the difference.





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