



A DIMERCO CASE STUDY:

Dimerco Expertise Helps Reduce Global Shipping Costs from Malaysia



Challenge

ITW is a Fortune 200 manufacturer of industrial products with worldwide operations. The company runs three, high-volume manufacturing plants in Penang, Malaysia and, to remain competitive, must control shipping costs from there to its global customer base.

Historically, inconsistent ocean freight services from Penang forced overuse of costly air freight services to meet ship time requirements. The company contracted with Dimerco for ex-Penang shipments to improve both costs and service – and to introduce more efficient, technology-aided processes for shipment tracking and billing.

Solution

ITW now works with Dimerco for integrated ocean, air and customs brokerage services out of Penang. Key elements of Dimerco's solution:

- Leveraged Dimerco's strong carrier relationships and significant shipment volume out of Malaysia to obtain lower container rates.

- Secured direct container routing to destination ports for faster, more predictable ship times.
- Shifted to reliable and cost-effective ocean freight for all non-urgent shipments.
- Automated and streamlined the process of invoice verification to reduce manual work.
- Enabled real-time tracking of critical shipments online with the MyDimerco app.

Results

The collaborative partnership between ITW and Dimerco has resulted in faster ship times and a lower overall global shipping cost out of Malaysia.

