



A DIMERCO CASE STUDY:

Pool products company shifts production to Vietnam and relies on Dimerco for seamless transition



Situation

A leading manufacturer of commercial swimming pool equipment—used in large aquatic facilities, public fountains, and water displays—made a strategic decision to shift the majority of its contract manufacturing operations from China to Vietnam.

Because the company had no prior experience operating in Vietnam, they needed a logistics partner with deep local expertise to ensure a smooth transition. They selected Dimerco Express Group to ease the transition, manage Vietnam-to-U.S. ocean freight, and provide full customs brokerage support for imports into the United States.

Keys to Success

Dimerco's multi-year partnership with the customer has strengthened over time, driven by consistent service excellence. Key elements of the solution include:

- **Proven Expertise in Vietnam.** With more than 30 years of shipping and warehousing experience in

Vietnam, Dimerco provided critical guidance on local business practices—enabling a smooth transition of production and shipping with zero disruption.

- **Fully Integrated Logistics Solution.** Dimerco delivers an end-to-end solution, including LCL ocean freight, air freight, U.S. customs brokerage, and domestic trucking from Los Angeles to the company's manufacturing facility in the Midwest.
- **On-the-Ground Factory Coordination.** Acting as the company's eyes and ears in Vietnam, Dimerco maintains close coordination with factory partners to ensure a reliable flow of supply.
- **Seamless Communication Across Regions.** Tight coordination between Dimerco's owned offices in Ho Chi Minh City, Los Angeles, and Atlanta ensures dependable transit performance.
- **End-to-End Visibility.** Real-time shipment tracking is available through the MyDimerco portal, complemented by detailed weekly reports.

RESULTS

Since the move from China to Vietnam for production, this pool equipment company has enjoyed a reliable flow of products, leading to high satisfaction levels for its own customers. Dimerco takes the stress out of managing distant offshore production through consistent service excellence and constant feedback on shipment status.

