



CASE STUDY - BROKERAGE

SIMPLIFYING YOUR BROKERAGE ACCOUNT TRANSITION

WORRIED THAT SWITCHING YOUR CUSTOMS AND BROKERAGE BUSINESS AWAY FROM YOUR CURRENT SERVICES PROVIDER WILL BE CUMBERSOME, TIME-CONSUMING AND DISRUPTIVE? WILLSON INTERNATIONAL HAS A SIMPLE FIVE-STEP APPROACH TO SIMPLIFYING ACCOUNT TRANSITIONS THAT HELPS ENSURE NO DISRUPTIONS, NO INCREASED RISK AND A 100% ERROR-FREE MOVE.

CHALLENGE

A Canadian-based manufacturer of rubber compounds is using three customs brokers to handle its Canadian and U.S. imports. In addition, it's losing expense-recovery opportunities by returning empty containers. All this is creating an administrative burden as the company tries to maintain three different sets of records, while communicating with and paying three separate vendors.

SOLUTION

Willson International proposed a solution that would transition all of the company's North American transactions under one account. This would reduce the administrative burden, providing the client with a single point of contact and one easy payment stream. The company was initially concerned that switching its various business needs to one supplier would be problematic since the three current suppliers had knowledge of its import requirements and business methods, as well as potentially exposing it to fines or penalties that could be created on the change of brokers.

RESULTS

Willson International's five-step proprietary account transition process took no more than 10 days to complete. During the transition period, the company's transactions were completed smoothly and efficiently with no interruption to the client's business and no increase in risk to their import transaction. The client specifically commented on how Willson worked as a team with its staff to ensure an error-free transition.

Willson International can help your organization increase productivity and lower expenses. As a full-service cross-border brokerage and logistics services supplier, we assign a dedicated team to learn your business needs, identify cost savings, enhance efficiencies, ensure compliance, and pro-actively alert your team to important customs and transportation trends.

Excellence in Execution 

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