

“Saint Gobain puts a ton of faith in the people at canadaplus.com and they always deliver the goods.”

Big challenges.

At Saint Gobain, we manufacture a complete line of industrial and do-it-yourself abrasives products



in the U.S. for distribution in Canadian markets under the Norton and Carborundum labels. When we decided to dismantle our two Canadian

distribution centres and rely entirely on third-party service providers, we faced major challenges. Chief among these were:

1. How to replace the local knowledge base we relied upon to understand the Canadian transportation market and the regulatory environment.
2. How to ensure that our customers, who are consistently reducing the scope of their inventories, maintain reliable access to our products on a timely basis.
3. How to overcome the sizeable learning curve that stood between us and a properly functioning, end-to-end logistics operation.
4. How to ensure that our first choice in logistics providers was the right one.

A reliable solution.

There are tremendous risks involved in entrusting your entire logistics chain to a third party. In doing so, you place your reputation for reliability directly in their hands. We talked to a wide variety of logistics suppliers, but ultimately chose canadaplus.com. Why?

- They are great people who thoroughly understand the North American logistics business and the ins and outs of the Canadian transportation infrastructure. Their knowledge of customs compliances and procedures is extraordinary.
- They are responsive to challenging situations and they are instinctive leaders who anticipate trends and technologies to help us get there first.
- They were able to “hold our hands” during the difficult transition periods, making the process easy and seamless.
- The fact that their account list inspired tremendous confidence was also a big factor.

I would, and often do, recommend canadaplus.com. They have been a tremendous part of our successful restructuring and their people are simply first rate.

— James Brennan, Transportation Manager, Saint Gobain

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