

# Partnering with A 3PL: Best Practices for a Long-Term Successful Relationship



POWERED BY **POSSIBILITIES.**

**inbound**  
**logistics**  
a **II THOMAS** company

Presented by:  
Inbound Logistics

 **MODEX**<sup>2020</sup>  
GEORGIA WORLD CONGRESS CENTER  
ATLANTA | MARCH 9-12  
**MODEXSHOW.COM**

powered by  **MHI**

# inbound logistics

www.inboundlogistics.com THE MAGAZINE FOR DEMAND-DRIVEN LOGISTICS • JULY 2007

YOU ARE ABOUT  
TO ENTER

## THE 3PL ZONE

3PLs IN THE STRATOSPHERE:  
Readers' Choice – Top 10  
Editors' Choice – Top 100  
LLPs Enter the 4th Dimension  
EXCLUSIVE RESEARCH:  
Exploring the 3PL Sector

Inbound Logistics is a Content Platform with a mission – to provide Information, research, and examples to help companies move towards becoming demand-driven enterprises. 3PL partners have been an Important resource for companies making that journey.

Accordingly, for the past 20 years, Inbound Logistics has produced an Annual 3PL edition. The content includes original research for the Top 10 Readers Choice awards. In 2019 more than 18,000 ballots were cast. Our editors also select the Annual Top 100 3PLs from more than 400 submissions.

Each of the 3PLs you will hear from today have been selected as a Top 100 3PL by Inbound Logistics.



POWERED BY POSSIBILITIES.

*Your Panel Experts:*

Randy Ofiara – BlueGrace  
ROfiara@bluegracegroup.com



Dave Hauptman – Geodis  
David.Hauptman@geodis.com



David Caines – Kenco  
info@kencogroup.com



Michael Wohlwend – Alpine Supply Chain  
Michael.Wohlwend@alpinesupplychain.com





## Summary

- **Founded:** 2009
- **Founder, President & CEO:** Bobby Harris
- **2019 Revenue:** \$368M
- **Investment Partner:** Warburg Pincus
- **Employees:** 500+
- **Locations:** 12 - Tampa (HQ), Chicago, Los Angeles, Boston
- **Customers:** Over 10,000



## Services

- **Full Service 3PL**
- **BlueShip® TMS**
  - Business Intelligence
  - VISION™ Reporting
  - ERP/System Integrations
- **Less Than Truckload (LTL)**
- **Truckload**
- **Carrier Management**
- **Transportation Management**
  - Supply Chain Planning
  - Pricing Expertise
  - Scalability & Visibility
  - Continuous Improvement
  - Analytics & Engineering
  - KPI Reporting
  - Dedicated Support



**Panelist:**

Randy Ofiara, Vice President Of Sales,  
Enterprise  
BlueGrace Logistics

---

Randy Ofiara Jr., Vice President of Enterprise Sales at BlueGrace Logistics, has more than 18 years' experience in the freight and logistics industry, serving clients from automotive and manufacturing to the DOD.

During his career he has helped many clients utilize their supply chain as a strategic advantage instead of a cost center through innovative transportation and operational options. Randy has held leadership roles within XPO Logistics, YRC Worldwide and ProTrans.

He graduated from Central Michigan University with a degree in logistics. During his career, he has worked for carriers, shippers, and managed his own fleet of flatbed trucks.



# About GEODIS

A global 3PL offering end-to-end supply chain solutions.



**Contract Logistics | Freight Forwarding | Supply Chain Optimization**



In the Americas, we specialize in:

Multichannel & E-commerce Fulfillment | Value-Added Services  
Customized, Innovative Solutions | Customs Brokerage

Learn more at [geodis.com](https://www.geodis.com)

**POWERED BY POSSIBILITIES.**



# About GEODIS

A global 3PL offering end-to-end supply chain solutions.



## David Hauptman - Senior Vice President, Strategy

David Hauptman is currently the Senior Vice President of the Strategic Management Office for GEODIS in the U.S. He oversees the development, execution, and management of the strategic direction of GEODIS in the Americas and has been especially active in the growth of GEODIS' product offerings. Hauptman previously led Product Management and Marketing at GEODIS in the U.S. across all lines of business.

Prior to GEODIS, Hauptman was Director of Business Development at DHL Supply Chain, where he drove the strategic growth agenda of the North American Technology, Aerospace and Spare Parts segments in Contract Logistics and Transportation Management. Hauptman also has prior leadership experience at DHL in both Parcel and Contract Logistics across many industries and channels. He has 22 years of experience in the logistics industry and sits on the board of the International Business Council in Nashville and is President of the board of the middle Tennessee CSCMP chapter.

Hauptman has a Bachelor's Degree in Communications from the University of Missouri – Columbia.

**David Caines**

*COO, Kenco Group  
President, KLS & KTS*



David Caines is COO of Kenco Group, a leading provider of distribution, transportation and supply chain intelligence solutions. He is responsible for the strategic direction of the company as well as its operating and financial performance.

David is currently responsible for all of Kenco's operating contracts, which encompass over 100 facilities, 4,500 employees, and 30 million square feet of warehouse space.

**David is a Six Sigma Black Belt and has been trained in *Lean* engineering.** His key initiatives include development of new solutions, direct ongoing strategic planning initiatives, assist with the installation of Kenco's operating system, and oversee the stewardship of the company's culture.

70

years of logistics experience

85

sites across North America

4,700

employees



Largest

woman-owned 3PL in the U.S.

15 years

average customer relationship length

#5

Inbound Logistics Top 10 3PL ranking



## Be honest.

Integrity Above Profitability

## Serve.

Demonstrate Courage, Commitment, and Compassion

## Get better.

Be Remarkable and Create Uncommon Value



Founders Jim Kennedy, Jr. and Sam Smartt

By living our **values**, we create uncommon **value**.

### Strategic partnerships



Privately held, we have the agility and long-term vision to adapt with our clients and meet complex supply chain needs.

### Continuous improvement



The Kenco Operating System is a culture-driven, tech-enabled approach to improving our clients' supply chains.

### Innovation



In 2015, we became one of the first 3PLs to launch a dedicated innovation lab, now with multiple patents pending.



What I like about Kenco is that you are **big enough** to handle our business and everything we throw at you, but **small enough** that we are important to you.

—Director of Operations  
Whirlpool

You have *us* right where we want to have *our* customers — **we couldn't imagine doing business without you.**

—VP of Customer Care  
Stryker

Kenco has a high degree of **discipline** and professionalism that **I haven't seen in other operators.** The capability they bring to our business really sets Kenco apart.

—Logistics Manager  
Shell Oil

Our day-to-day requirements can **change on a dime**, but Kenco demonstrates a willingness to meet our needs and go **above and beyond.**

—Transportation Manager  
RB

Kenco is an **ideal partner.** Their white-glove delivery solution has been so successful that we **continue to expand** Kenco's service area to more of the U.S.

—Program Manager  
Samsung



Industrial



Durable consumer products



Fast moving consumer goods



Health & personal care



## Michael Wohlwend



- Michael is a Trusted Advisor with a proven track record of helping companies improve their overall operations. His expertise includes facility analysis and Supply Chain Systems. An energetic and conscientious leader with a reputation for nurturing strong business relationships built on trust and mutual understanding.
- Michael leverages his 30 years of Supply Chain Expertise whereas a Supply Chain Consultant he helped dozens of Fortune 500 Companies with their supply chain strategies. This combined with his top leadership positions with Global Software Companies and Private Equity firms allowed Michael to assist with due diligence, acquisitions, roll-ups, and divestitures for both on-premise, hybrid, and Cloud solutions.

## *Your Panel Experts:*

Randy Ofiara – BlueGrace

[ROfiara@bluegracegroup.com](mailto:ROfiara@bluegracegroup.com)



Dave Hauptman – Geodis

[David.Hauptman@geodis.com](mailto:David.Hauptman@geodis.com)



David Caines – Kenco

[info@kencogroup.com](mailto:info@kencogroup.com)



Michael Wohlwend – Alpine Supply Chain

[Michael.Wohlwend@alpinesupplychain.com](mailto:Michael.Wohlwend@alpinesupplychain.com)



Moderator – Keith Biondo – Inbound Logistics – [publisher@inboundlogistics.com](mailto:publisher@inboundlogistics.com)