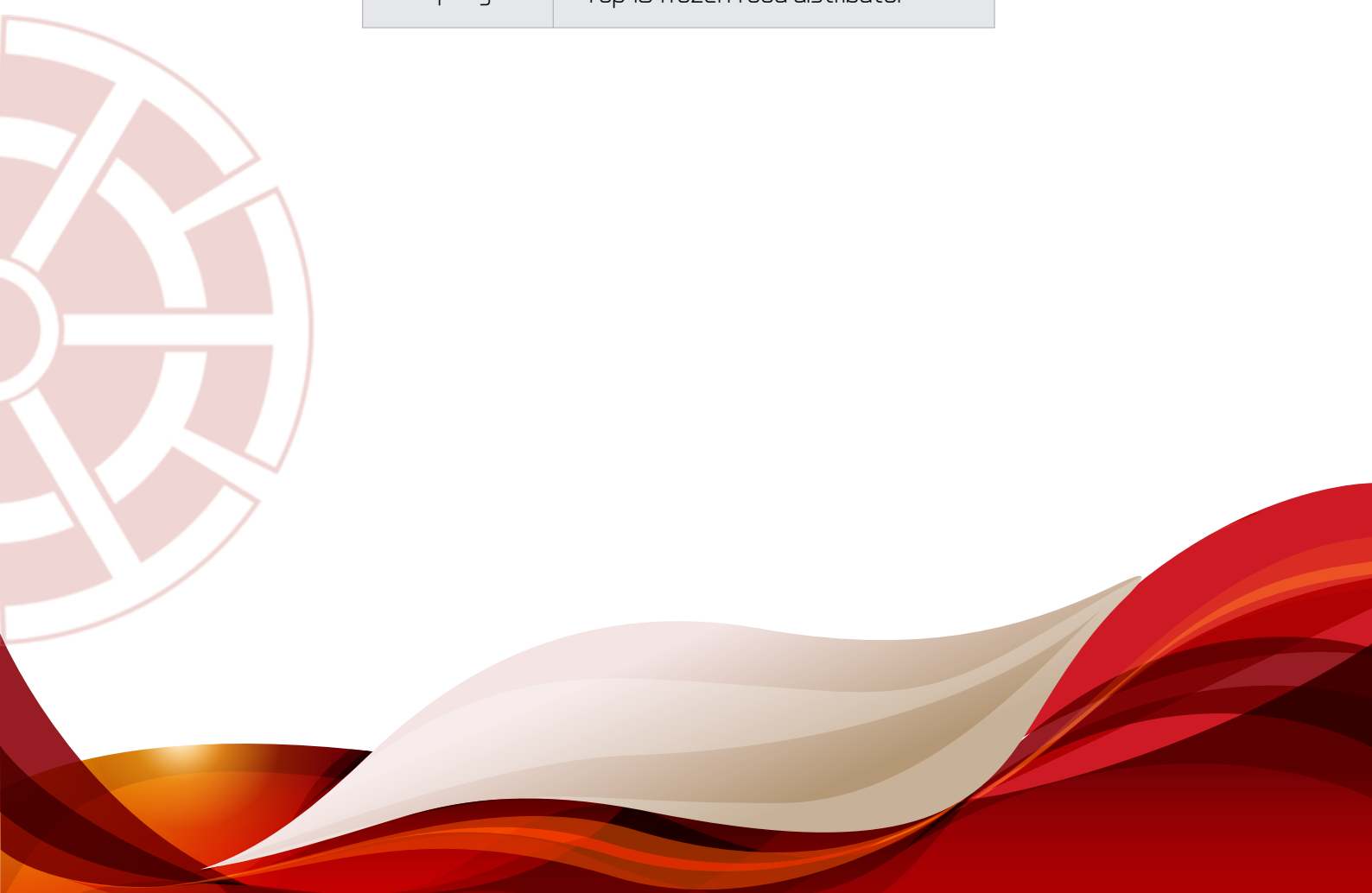




— Case Study —

Tameem decreases distribution costs, increases customer satisfaction, and delivers 3PL for top 10 frozen food distributor

Industry	Frozen food distribution
Market	UAE across all seven emirates
Company	Top 10 frozen food distributor



## PROBLEMS:

1. Company needed a reliable 3PL service provider to provide customs clearance and transportation from the port to our warehouse,
2. Company needed to store 30-35 containers of frozen food in a haccp certified cold store warehouse,
3. Company needed a company to break down the pallets, repack the frozen goods, pack the frozen goods with customized packing for different customers, load the storage on trucks, and distribute the product to 50+ client retail locations across Sharjah, Ajman, and Dubai,
4. Company needed all customs clearance, transportation to the warehouse, storage at warehouse, picking, repacking, and labeling at warehouse, and distribution to 50+ client locations to be documented and reported daily to be reviewed and shared with its customers,

## SOLUTION:

Company contracted Tameem to handle all customs clearance at Jebel Ali port and at Ajman port, provide staff at the port to receive the container, deliver the container to its warehouse, break down and strip the cargo inside the warehouse, repack the frozen goods to exact customer specifications for dozens of different retail locations, retrieve the frozen goods for daily deliveries to 50+ locations across Sharjah, Ajman, and Dubai, and provide daily reporting of each procedure to assure optimal quality control.

## RESULT:



1. Tameem identified one damaged container at port of entry,
2. Tameem documented the damage, informed the customer, and the customer filed the damaged food with its insurance agent saving the customer tens of thousands of dirhams in potential losses,
3. All remaining 34 containers were received and delivered without any spoilage or damage to Tameem's HACCP warehouse,
4. All pallets were broken down, stripped, picked, and repacked for customized scheduled deliveries daily to 50+ retail locations,
5. The customer was satisfied with Tameem's quality, reliability, and transparency that it expanded its business with Tameem,
6. The customer has transferred a large amount of its 3PL work to Tameem reducing the number of vendors the customer has to work and communicate with which has reduced a lot of the tension, frustration, uncertainty, and cost the customer has to manage,
7. The customer enjoys improved customer satisfaction, increased on-time deliveries, lower operational costs, and is able to dedicate more of its time to grow its business - not managing problems and putting out fires due to complex, difficult to manage logistics and supply chain issues.

Tameem, in the 3PL and distribution management business for nearly two decades, owns a fleet of 150+ refer and dry trucks. It also maintains a partnership network of transportation service providers that together own 5,000+ trucks, 3,300+ in Saudi Arabia alone. We also own our own HACCP certified cold store warehouse in Sharjah, have a second cold store in Ajman, and maintain a partnership network of HACCP certified cold store warehouses across the UAE, Oman, and Saudi Arabia exceeding 550,000 CBM.

To learn more about Tameem and our 3PL services or our other services, contact us at [sales@tameemlogistics.com](mailto:sales@tameemlogistics.com).