

CASE STUDY

DRIVING GROWTH THROUGH OPERATIONAL EXCELLENCE

ENABLING A LOGISTICS CLIENT TO SCALE
EFFICIENTLY WHILE MAINTAINING SERVICE
QUALITY AND CUSTOMER EXPERIENCE

#wegrowtogether

Our Client

US-based, **full-service 3PL and logistics consulting partner** helping shippers scale efficiently through tailored solutions, operational excellence, and a commitment to removing logistics complexity.



Challenge

- Managing demand spikes of **500%+ in a single day**
- Maintaining industry-leading on-time performance across a growing carrier network
- Scaling operations and workflows without sacrificing efficiency
- Preserving a high-touch customer experience during rapid growth

Our Solution

Pontica enabled its client to scale operations efficiently through a combination of people, processes, and operational excellence:

- Structured recruitment, onboarding, and training
- 24/7 logistics operations support
- Standardized workflows and SOPs
- Scalable operational governance
- Enhanced service consistency and resilience

Results (H1 2026 vs. H2 2025)

