



ABOUT KNAPE & VOGT

Knape & Vogt (KV), headquartered in Grand Rapids, Michigan, is a global leader specializing in the design, manufacturing, and distribution of functional hardware, office and healthcare ergonomics, and storage-related components for original equipment manufacturers, specialty distributors, hardware chains, and major home centers. KV operates two manufacturing/warehousing facilities in Grand Rapids, two in Taipei, Taiwan, and one in Petaluma, California, with supporting locations in Chicago, Toronto, and Kitchener, Ontario.

CHALLENGES

As a U.S.-based company, KV was looking for a Canadian logistics partner to help them better service their customers through a local presence. KV also needed a partner that would provide a seamless cross-border shipping experience and a turn-key transportation solution that would help them manage the more complex aspects of their logistics requirements.

SOLUTION

To find a solution and a partner they could trust, KV turned to Canada Cartage Logistics Solutions (CCLS) to help them manage their Canadian operations.

The CCLS strategy was to manage KV's Canadian transportation programs through in-depth planning and execution across multiple carriers, origins, and destinations.



CCLS provides KV with a transborder solution to help them benefit from the consolidated custom clearance programs in place while lowering the cost of domestic distribution services.

CCLS also provides daily line haul services, LTL, and cross docking services, and tenders the shipment loads daily to carriers based on location. CCLS manages KV's returns and roundtrip line haul work to pick up raw materials and/or products they purchase from their vendors located in Southwestern Ontario.

For maximum benefit, the CCLS warehouse management system (WMS) is integrated with KV's system for a seamless turn-key solution.

“Canada Cartage Logistics Solutions create and implement solutions that substantially change our operational capabilities, strengthening our business so that we can function effectively and efficiently.” says Michael Page, Transportation Manager at Knape & Vogt. “Delivery and logistics co-ordination have been seamlessly carried out, resulting in savings in time and cost.”

IMPACT

KV has benefited greatly from their partnership with CCLS and their Ontario presence. By leveraging their resources and expertise, KV has improved their business in key ways:

- Visibility of shipments and costs through track and trace and nightly reports
- Cost efficiencies through domestic shipping
- Significant savings from the buying power of CCLS and competitive rate structures
- Increased customer satisfaction through faster response times
- One-stop shop with one appointed representative