

GBS CORP CASE STUDY

Two Decades of Partnership Built on Adaptability, Trust and Results

CUSTOMER

GBS Corp is a full-service provider of creative, print, promotional and labeling solutions operating out of multiple facilities in Northeast Ohio, including locations in North Canton, Stow and Malvern.

The company serves a diverse customer base including major retail partners that require specialized handling and guaranteed delivery services across multiple distribution centers in California, South Carolina, Virginia and Pennsylvania.

ADAPTABILITY

Since the partnership began in 2002, GBS has consistently evolved, introducing new logistics challenges with each stage of growth. From managing carrier selection to coordinating hazardous shipments under tight deadlines, Jarrett has scaled with GBS, adjusting strategies, technology and carrier networks to meet each new demand.

The partnership has been defined by Jarrett's willingness to respond to any challenge—whether that means restructuring carrier pools, supporting expedited deliveries to major retail partners or executing a one-of-a-kind freight project during the holiday season.



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TRUST

For over two decades, Jarrett's approach with GBS has centered on trust, flexibility and responsiveness. Jarrett manages freight operations for the company across less-than-truckload (LTL), truckload and expedited shipments, while providing the specialized handling and guaranteed service levels required for shipments to distribution centers nationwide.

When GBS needed to coordinate a shipment of hazardous freight from a supplier warehouse in California to hospitals and medical facilities across Texas and Arizona, all units were required to ship on a single day across 15 destinations, during the holiday period when carrier operations were limited. Jarrett's team worked closely with GBS' customer service team to execute the project on time and without incident.

"Having trusted partners such as Jarrett allows me and my team to focus on other key initiatives to better our overall business," said Jeff Grippando, President at GBS Corp.

SUPPLY CHAIN EFFICIENCY

- **More than \$2.9 million in managed freight spend**, reflecting a deep operational integration across multiple modes of transportation.
- **\$31,000 in proactive savings** identified through carrier optimization and rate management.
- **A 20.9% rate mitigation** which offset market-driven cost increases.
- **Industry-leading customer service for over two decades**, with all emails responded to within 10 minutes and all phone calls answered in three rings or less.
- **Demonstrated execution of hazardous and regulated freight** under tight deadlines, ensuring compliance and on-time delivery across multiple destinations.

"Knowing the Jarrett team are experts in the space, as well as the continued education and information they provide me and my team is invaluable," said Grippando.