

# Case Study

## Ferdinand Richter

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We rely on cargo-partner's comprehensive transport service, including customs clearance and delivery to retailers. The SPOT platform is easy to use and gives us 24/7 access to all important information and statistics.

[Sonja Kraus – Purchasing, Ferdinand Richter GmbH]

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## Effortless Info-Logistics for Children's Shoes

**Company: Ferdinand Richter GmbH**  
**Industry: Fashion & Lifestyle**

**Services provided by cargo-partner:**  
**Sea Cargo, Air Cargo,**  
**Road Transport,**  
**Value Added Services,**  
**Supply Chain Management**

## Company Profile

Ferdinand Richter GmbH is an Austrian company founded in 1893. Together with leading designers and recognized orthopedists, Richter develops shoes that are perfected for sensitive children's feet and meet the anatomical requirements of toddlers in an out-standing way. Richter exports its products to over 25 countries across the world.

## Initial Situation

At the beginning of 2017, Richter was looking for a partner for sea cargo import services to Austria who could ensure efficient data transfer and proactive communication.

## Solutions

Since the start of 2017, cargo-partner has been providing sea, air and road transports for Richter. In addition to import from Vietnam, China and India, cargo-partner handles customs clearance in Vienna and on-carriage to the factory site in Slovakia as well as the preparation of consignments and the delivery to retailers throughout Europe. Richter has a dedicated contact person for each transport mode – sea, air and road – as well as a central advisor who supervises the coordination of all transports. For communication and transport management, cargo-partner and Richter use the SPOT Visibility & Collaboration Platform. It keeps all important information up to date and proactively forwards any changes to the responsible person. Regular KPI reports offer Richter a detailed view of the lead times of all transport modes. This ensures transparency, smooth processes and the continuous improvement of all processes along the supply chain.