

3PL Performance - Meeting Customer Expectations

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Abstracts

A qualified, independent and unbiased perspective on how successfully 3PL providers are meeting customer demand... an essential tool for anybody reliant on the performance of 3PLs in an increasingly challenging global economy. Customers of contract logistics service providers (3PLs) are often heard to complain. Complaints include claims that their service provider does not fully understand their requirements or business, does not offer a solution just a commodity service, and hence do not add enough value to their current supply chain operations.

On the contrary, there are also customers who are renewing contracts year-on-year, paying their supplier a premium for a professional and reliable service backed up by tailored and value add solutions.

Hence Analytiqa has undertaken dedicated research to fully understand what the current state of play is in relation to service provider and customer relationships within the contract logistics market in Europe.

In a market that is very competitive, highly challenging and globalised, where customer loyalty can be scarce, the current outsourcing dynamics and basis of many existing business relationships are facing greater exposure and scrutiny.

Hence this report will go a long way to assist both customers and providers to maximise the potential of their future business relationships.

To request more details or a report brochure contact Analytiqa on +44 (0)1707 37 22 11. Alternatively click [here](#) to send an email to Analytiqa.

Scope of this report

As a professional within the Supply Chain industry, on either the provider or customer side of the market, this report will assist you to identify the key drivers impacting on 3PL customer relationships, offering practical solutions to maximise your business relationships.

Based on primary research undertaken directly with senior executives within the contract logistics industry, the report will provide you with invaluable insight unavailable from any other source. For example, this report identifies the following:

Trends and drivers: in-house versus outsourced solutions

3PL contract trends: average number of providers used and contract lengths

3PL selection criteria and selection methodologies

Manufacturers and retailers supply chain investment and operational challenges

Dynamics of the 3PL / customer relationship

How can this report benefit your business?

The independent and unbiased nature of Analytiqa's privileged position in the market ensures that the analysis in this report portrays an accurate, unbiased view of the current market and its key participants.

As a supplier, customer or logistics service provider, this report will assist with the informed identification and targeting of communication and service improvements within your supply chain operations.

Identify the key drivers of in-house and outsourced logistics activity

Assess the use of 3PLs, including numbers employed and contract lengths

Recognise the decision making process of choosing a 3PL

Understand the logistics investment priorities of 3PL customers

Pinpoint the key issues and concerns facing 3PL customers including costs vs

service; forecasting; core competencies

Analyse customer confidence in 3PL contribution

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