



Advantage Customer Testimonial Engineering Manager – Global Parcel Shipping

“AIA goes the extra mile in providing value-added solutions to address our high capacity needs”

“Our company, based in Atlanta, GA, is the largest package delivery company in the world and a major global provider of specialized transportation and logistics services in more than 200 countries and territories.

Since 1994, AIA has been furnishing us with automation solutions centered around capacity –either increasing to it or adding value to it. Towards that end, we buy from their total product basket, though the bulk of that is in variable frequency drives (VFD’s) and programmable logic controllers (Plc’s). Over time, we’ve developed a working relationship with them that’s almost intuitive. They’ve handled a wide range of foreign and domestic projects for us, where they’ve helped us design additional capability into our operations and trained our people both in house and out in the field.

I’m not sure how we got together with AIA, but I suspect it was on a reference from Schneider, our primary components supplier for whom AIA was a major distribution channel. Perhaps the most important service they perform is being unfailingly reliable in making sure our bottom-line operations work. Here I’m talking about baseline items, the nuts-and-bolts things that support everything else.

I’ll give you an example. Every VFD vendor has a product that differs from the other VFD’s, in parameters, responsiveness and so forth. Now, we do our own system integration functions, creating the middleware that funnels data from those bottom-line functions to administrative management. To make that happen, I need somebody mastering the detail on the 15-20 variations on a component like VFD’s. AIA does that for me. They give me the standard product consistency so that I don’t have to sweat those details.

Some distributor/suppliers forget about you after the sale. Not AIA. They make sure I get what I need beyond that. They’ll do things for me that won’t result in any new sales for them. ***I said our relationship with them is almost intuitive. That’s partly because they know exactly how to complement, not duplicate what we do.***

They were an integral part of the largest, most important job we’ve ever done, a \$1-billion expansion of our Louisville air hub where AIA supplied our specific automation component – the controllers and such. It was a once-in-a-lifetime project, but similar to what AIA does for me everywhere. It’s just that the scope was greater.

Because of them, we reduced our project and capital costs. This was a turnkey project, and there were turnkey suppliers there locally. So AIA had to sell their value-added strengths to convince those suppliers to employ them. It turned out AIA became their top distributor on the project.



Advantage Customer Testimonial **Engineering Manager – Global Parcel Shipping** *continued*

I don't have to manage the relationship with AIA, unlike with some other distributors I've had. They provide me with monthly spreadsheets tracking all returned goods, including a multi-bullet point e-mail of AIA's activities, to which I can add my comments. They're truly collaborative. They fix problems and handle unexpected events very well. I can just leave that to them. And their training's so good that we're looking at how we can expand it. And, they help us find new uses for the components we use.

They know the limits of their abilities. They don't oversell by any stretch, which we greatly appreciate because I'm not going to be bleeding edge beyond the lower level of my foundation. That's where I need that consistency and they understand that. I need consistency, I need success and I need good pricing- AIA delivers all three."