



Custom solutions that go the extra mile

At EFW, we pride ourselves on being a logistics partner that can shift and adapt to the unique requirements of our customers. From product rollouts to disaster relief efforts, we're able to create custom logistics across industries by leveraging our global network of partners. Our meticulous attention to detail ensures your shipping solution will meet specific objectives, address any undefined need and take extenuating circumstances into account. By going the extra mile and treating you like our business depends on it—because it does—we can build the most optimal solution for your freight.

Here's how we do it:

DISCOVERY

This information-gathering process helps us accurately understand your need, special considerations, timelines, and even how you may currently be underserved—all in an effort to clearly define the objective and desired outcomes.

SOLUTIONS DESIGN

Once we understand the scope of the project, our team goes to work consulting with any and all specialty teams across the organization, tapping into our network of 10,000+ worldwide carriers to build a custom solution that addresses all objectives.

IMPLEMENTATION

From operations to administration, our teams work together to ensure a flawless execution of each custom solution with zero defects. From tracking visibility to accurate invoicing and custom reporting for stakeholders, our seamless collaboration is how we deliver what we call the EFW Experience.

SOLUTION REVIEW

We're relentless in our efforts to clearly understand your expectations so we can accurately measure success. Our customized reporting, quarterly business reviews (QBRs), and ability to produce whatever is needed to evaluate outcomes means we're there for you even after your shipment reaches its destination.

The EFW Experience

At EFW, the golden rule is our guiding principle. We've worked hard to create an environment that treats our clients, partners, and each other the way we would want to be treated. The EFW Experience is why our Net Promoter Score (NPS) remains high, why our relationships with our partners are strong and steadfast, and why our customers recommend us time and time again. To put it simply, it's about caring—every day, every step of the way.

The EFW Experience is our:

CAPACITY

We've partnered with 10,000+ carriers to bring you the capacity and choice you need. Our connection to our parent company, Estes Express Lines, brings you access to 230+ terminal locations, 27,000+ trailers, and 8,000+ drivers. Through EFW Warehousing, EFW's full-service warehousing network, we provide our customers with over 2.78 million square feet of directly managed warehousing space and access to an extensive warehousing network across the United States.

LONGEVITY

When you're in the shipping business, stability is key, and that includes financial stability. Since we were founded in 2003, we've grown every year—expanding our network to deliver better solutions to the customers we serve.

REPUTATION

Our business is backed by a full range of accreditations and recognized with a wide array of business awards. To ensure industry-leading levels of client satisfaction and loyalty, we've implemented a formal Net Promoter Program and developed a team solely dedicated to the EFW Experience, which includes reputation management. We use the data collected to drive continuous improvement and elevation of service.

PROCESS

The EFW process enables us to bring customers the most optimal solution for their needs. From discovery to design and implementation to in-depth reviews, we work hard to exceed expectations every time.

Let's work together.

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