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CASE STUDY SERIES

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# General Logistics Keeps It Moving With Datacate Cloud Services



*General Logistics International - a full-service licensed freight forwarder and OTI*

## **In This Edition -**

Datacate's VP Ed LaFrance speaks with Glenn Nudell of General Logistics International, Inc (GLI), a full-service licensed freight forwarder and OTI headquartered in New Brunswick, New Jersey. Ed and Glenn discuss how GLI utilizes Datacate's cloud services to provide logistics services and freight management to their clients.



*Glenn Nudell, Founder/President of GLI*

Welcome, and thank you for reading Datacate's case study series! In each edition, we speak with a Datacate client to learn about their business, and how they utilize technology solutions from Datacate to solve problems and deliver services to their clients.

In this case study, Ed LaFrance speaks with Glenn Nudell of General Logistics International. Ed and Glenn discuss how GLI utilizes Datacate's cloud services to provide logistics services and data management to their clients.

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**Ed: Hello, Glenn! Tell us a bit about you. What is your role at GLI?**

Glenn: I am the President and Founder of the company. I started GLI in 1999. I also provide broker services and have negotiated on behalf of small to fortune 500 companies for favorable freight rates.

**Ed: What is GLI's market opportunity - what products and services do you offer to your clients?**

Glenn: We offer international freight forwarding and act as an Ocean Transportation Intermediary (OTI) for international containerized freight. We provide an online system that enables our customers to find rates, book cargo, and submit bills of lading, all from one interface that can be customized for the customer's particular business.

**Ed: Datacate provides your company with virtual server hosting on our cloud infrastructure. What role does that play in your operations?**

Glenn: Datacate's infrastructure runs our web-hosted environment, giving our customers a real-time view into the disposition of their shipments, with reports and reminders that enable them to track their freight along its route.



**Ed: What are the specific needs and challenges that GLI has for its virtual server hosting? What are the critical factors?**

Glenn: High-availability of our online system is very important to our business. Customers need the ability to check on freight movements, submit documents, and get updates at any time. Security of customer information is also critical.

**Ed: How does Datacate uniquely address GLI's technology needs?**

Glenn: Datacate's infrastructure has a proven track record of superior uptime. The security enhancements that they offer provide us with confidence in the integrity of systems and data. Datacate's commitment to personal service has made a big difference in our overall experience and getting to know different people that support our business has been an asset.

**Ed: For how long has GLI been using Datacate's services?**

Glenn: Two years.

**Ed: What has been your overall experience with Datacate as GLI's virtual server hosting provider?**

Glenn: Excellent. Datacate has stepped up to every challenge, and they continue to exceed our expectations.

**Ed: How would you rate the quality of service and support that GLI receives from Datacate?**

Glenn: Very responsive and effective.

**Ed: How would you rate the overall value of the services that GLI receives from Datacate?**

Glenn: 10 out of 10.

**Ed: How has Datacate's performance compared with other virtual server hosting vendors that GLI has used?**

Glenn: Performance is as good as, if not better than my experience with other providers. Datacate also offers more custom and enhanced services than most providers in similar spaces.

**Ed: What kind of end-user experience feedback does GLI get from its clients regarding the services that it delivers via Datacate's virtual server hosting?**

Glenn: None, and that's exactly as it should be. The system is seamless; it just works.



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**Ed: Would you / have you recommended Datacate's services to colleagues and associates?**

Glenn: Absolutely.

**Ed: Any closing thoughts or additional comments?**

Glenn: Thank you to the Datacate team for their hard work and dedication to serving our needs!

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For more information about GLI's services:



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