

# Enabling Customs Compliance with Scalable & Easy-to-Use Technology from Descartes NetCHB™



Great World Logistics (GWL) is a freight forwarder and customs broker founded in 1978 in San Francisco. The company was one of the first innovators in the Bay Area to combine freight forwarding and U.S. Customs clearance. For GWL, efficiency is key to ensure that shipping processes run effectively, including the application of technology to improve productivity and customer visibility.

“Our customers want visibility and communication, and Descartes understands this need as a software company,” said Jimmy Ting, President from Great World Logistics. “The technology is key to help keep our customers up-to-date with what is going on with their shipments. Because Descartes NetCHB is built on a web-based platform, we can access the technology from any device.”



## Company Profile

Great World Logistics (GWL)

## Descartes Solution

Descartes NetCHB™

## About the Client

Great World Logistics provides freight forwarding, U.S. Customs clearance, warehousing, and other door-to-door global logistics solutions for companies of all sizes.

With over 30 years of experience and innovation, GWL simplifies navigating cargo for importers and exporters. GWL services companies in a variety of industries including food, electronics, garments, furniture, medical equipment, and household goods.

Learn more at <https://gwlcorp.com>.

## Results:

- Improved efficiency
- Ability to scale
- Customer visibility
- Rapid onboarding

## Leveraging Descartes NetCHB Technical Expertise & Scalability

“Regardless of how complex or simple a question we have, the technical support team is also very responsive,” said Jason Ting, Director of Operations from Great World Logistics. “If our customer has an in-depth technical question, or needs help with customs compliance or even day-to-day operations, the Descartes NetCHB staff has always been available to help us provide expert guidance to our customer base.”

“Descartes NetCHB is also perfectly tailored to any size operations from small brokers that are just starting out to larger businesses. The technology has scaled well for us as we have expanded, and fits the whole spectrum of our needs.”



### Improved Efficiency

Resources are freed to enable GWL to focus on providing world-class customer service.



### Ability to Scale

GWL is able to effectively scale with comprehensive customs clearance tools from Descartes NetCHB.



### Customer Visibility

Web-based customer-facing visibility means improved client relations and service levels.



### Rapid Onboarding

The web-based Descartes NetCHB platform is intuitive, enables quick onboarding, and features local support.

**Ask Us How We Can Help You Scale Business with Best-in-class Technology.**

**DESCARTES™**

Uniting the People & Technology That Move the World.