



October 10, 2018

[SupplyChainBrain](#)

A truly great supply chain partner is one who knows precisely which ingredients we need to make our operations successful — and those we can skip.

Some partners can tell us, for instance, what technologies we need to deploy, when to implement and how to upgrade.

Others can advise who to contract for manufacturing and transportation, where to source parts and raw materials — or how to dispose of tainted or defective goods. They can help us finance supply chain operations, mitigate risk and ultimately bring together these disparate components to streamline our businesses.

The interconnected nature of business today means leaders have to be careful when choosing each partner. Modern supply chains often resemble more of a web than a chain, and with so many partners involved — often in a single transaction — mutual trust and reliability are key. Relationships of any real vintage endure only when these qualities are baked in from the start.

Success is in sight, and probably guaranteed, when you know a partner's word is good: that they mean what they say and deliver on their promises. The best make streamlining your business look effortless. A pinch of this, a pinch of that — and voila!

Each year, SupplyChainBrain readers tell us about thousands of these great partners, and we publish the top 100 most-nominated — along with select case studies. Here, companies can express their appreciation for their partners in logistics, technology or some other area of supply chain management.

This year, we received nominations for supply chain solutions companies of all sizes and industries — who not only solved real-world issues, but exceeded their contractual obligations. Many submissions expressed gratitude for partners that allowed companies to focus on core efforts. Results included new business gains, increased financial savings, improved operational efficiencies and more.

In the testimonials below, anonymous (and verified) leaders in supply chain management express more of what makes their partners great.

#### What Must a Partner Bring?

- **Reliability.** If your word isn't good, neither is your business model.
- **Excellence.** Second-best is second-rate.
- **Value.** Is your partner bringing the same-old, same-old that everybody else offers?
- **Expertise.** Your partner needs to know your business inside and out.
- **Problem-solving skills.** Is your partner looking to you for answers or is he or she providing them?
- **Continuous improvement.** Your partner must never stop learning.
- **Support.** After the sale or implementation, can you find your partner for support?
- **Positive attitude.** If your partner doesn't have a "can-do" attitude, you need a new partner.
- **Global reach.** Stay-at-home partners should stay at home.
- **Strong leadership.** Is your partner reading the manual on leadership — or writing one?

#### 100 Great Supply Chain Partners of 2018

##### Abco Systems

*"Service, service, service!. They follow the project from start to finish."*

[www.abcosystems.net](http://www.abcosystems.net)

##### Acuitive Solutions

*"Their TMS platform balances advance planning and supply chain agility."*

[www.acuitivesolutions.com](http://www.acuitivesolutions.com)

##### ALOM Technologies Corp.

*"Helps me provide excellent service levels to my clients."*

[www.alom.com](http://www.alom.com)

##### Amber Road

*"They have added definite value for us."*

[www.amberroad.com](http://www.amberroad.com)

##### American Global Logistics

*"They have helped minimize accessorial fees and delays."*

[www.americangloballogistics.com](http://www.americangloballogistics.com)

**Americold Logistics**

*"They've had the space we needed to lease, anywhere in the U.S."*  
[www.americold.com](http://www.americold.com)

**AMS Logistics**

*"They were better than some of the bigger and more well-known 3PLs we've worked with."*  
[www.amslog.com](http://www.amslog.com)

**APL Logistics**

*"Their solutions have been reliable and innovative."*  
[www.aplogistics.com](http://www.aplogistics.com)

**Aptean**

*"They're flexible and always respond right away."*  
[www.aptean.com](http://www.aptean.com)

**ArcBest**

*"They are uncomplicated and reliable."*  
[arcb.com](http://arcb.com)

**Averitt Express**

*"Their sustainability goals line up with ours."*  
[www.averittpress.com](http://www.averittpress.com)

**Baxter Planning Systems**

*"They show a genuine interest and concern."*  
[www.bybaxter.com](http://www.bybaxter.com)

**Blue Ridge Global**

*"Because of them we can now focus on strategic initiatives."*  
[www.blueridgeglobal.com](http://www.blueridgeglobal.com)

**BluJay Solutions**

*"We now have visibility up and down the supply chain."*  
[www.blujaysolutions.com](http://www.blujaysolutions.com)

**Cardinal Logistics**

*"They certainly delivered the service we needed."*  
[www.cardlog.com](http://www.cardlog.com)

**Causometrix**

*"We no longer worry about fulfillment and replenishment."*  
[www.causometrix.com](http://www.causometrix.com)

**Celonis**

*"They have boosted efficiency across all our processes."*  
[www.celonis.com](http://www.celonis.com)

**C.H. Robinson**

*"They really try to develop long-lasting relationships."*  
[www.chrobinson.com](http://www.chrobinson.com)

**Command Alkon**

*"We have been able to thrive with the use of their products."*  
[www.commandalkon.com](http://www.commandalkon.com)

**Commonwealth Supply Chain Advisors**

*"They have helped us define our vision and execution."*  
[www.commonwealth-sca.com](http://www.commonwealth-sca.com)

**CT Logistics**

*"The support staff is always available by phone."*  
[www.ctlogistics.com](http://www.ctlogistics.com)

**Demand Solutions**

*"Implementing their solution has been a clear win."*  
[www.demandsolutions.com](http://www.demandsolutions.com)

**Descartes Systems Group**

*"We now have control over route planning and execution."*  
[www.descartes.com](http://www.descartes.com)

**DHL**

*"We have found them experts in transportation areas we rely on."*  
[www.dhl.com](http://www.dhl.com)

**DiCentral**

*"We have more accurate, more on-time shipments to our customers."*  
[www.dicentral.com](http://www.dicentral.com)

**DMW&H**

*"They have demonstrated a deep understanding of the industry."*  
[www.dmwandh.com](http://www.dmwandh.com)

**Estes Express Lines**

*"We've benefited from their suite of services."*  
[www.estes-express.com](http://www.estes-express.com)

**Fascor**

*"They have kept us running proficiently and with good results."*  
[www.fascor.com](http://www.fascor.com)

**FastFetch Corporation**

*"Our fulfillment operations have benefited considerably."*  
[www.fastfetch.biz](http://www.fastfetch.biz)

**FedEx**

*"They delivered our products and on their promises."*  
[www.fedex.com](http://www.fedex.com)

**Flash Global**

*"We liked their approach to containing costs of inventory management."*  
[www.flashglobal.com](http://www.flashglobal.com)

**Fortna**

*"They continue to deliver our projects on budget and on time."*  
[www.fortna.com](http://www.fortna.com)

**Future Electronics**

*"They always help when we are looking for parts."*  
[www.futureelectronics.com](http://www.futureelectronics.com)

**Geodis**

*"They have strengthened our distribution network."*  
[www.geodis.com](http://www.geodis.com)

**Green Mountain Technology**

*"They took the initiative to make us a better organization."*  
[www.greenmountaintechnology.com](http://www.greenmountaintechnology.com)

**Honeywell/Vocollect**

*"They were there for us at the right time."*  
[www.honeywellaidc.com](http://www.honeywellaidc.com)

**Honeywell/Intelligent**

*"Our operation is now working at full capacity."*  
[www.intelligent.com](http://www.intelligent.com)

**IBM**

*"With them we are reducing the cost of keeping critical systems up and running."*  
[www.ibm.com](http://www.ibm.com)

**ICAT Logistics**

*"Their attention to detail is what sets them apart."*  
[www.icatlogistics.com](http://www.icatlogistics.com)

**Infor**

*"Their software helped us improve the quality of care for our patients."*  
[www.infor.com](http://www.infor.com)

**Ingram Micro Commerce & Lifecycle Services**

*"They were very helpful during a major change to our business model."*  
[www.ingrammicro.com](http://www.ingrammicro.com)

**Integration Point**

*"They treat customers with excellence, respect and integrity."*  
[www.integrationpoint.com](http://www.integrationpoint.com)

**J.B. Hunt**

*"They are great ambassadors for our brands."*  
[www.jbhunt.com](http://www.jbhunt.com)

**JDA Software**

*"They are an advocate for our success and an extension of our team."*  
[jda.com](http://jda.com)

**Kenco Logistics**

*"Their staff is experienced and focused on customer service."*  
[www.kencogroup.com](http://www.kencogroup.com)

**Kinaxis**

*"Our information sharing has been dramatically improved."*  
[www.kinaxis.com](http://www.kinaxis.com)

**Kuebix**

*"They helped reduce our freight costs by 10 percent."*  
[www.kuebix.com](http://www.kuebix.com)

**LLamasoft**

*"Now we can run continuous what-if scenarios."*  
[www.llamasoft.com](http://www.llamasoft.com)

**Logility**

*"Through them we saw the benefits of inventory optimization."*  
[www.logility.com](http://www.logility.com)

**Manhattan Associates**

*"Their solution will become the heartbeat of our omnichannel operation."*  
[www.manh.com](http://www.manh.com)

**MercuryGate International**

*"We've fully automated the process where we have shipments being created automatically."*  
[www.mercurygate.com](http://www.mercurygate.com)

**Miebach Consulting**

*"Their willingness to exceed service-level expectations is remarkable."*  
[www.miebach.com](http://www.miebach.com)

**MP Objects**

*"They helped us be a better partner to our customers."*  
[www.mp-objects.com](http://www.mp-objects.com)

**NSD**

*"They give a fast turnaround when problems need to be fixed."*  
[www.nonstopdelivery.com](http://www.nonstopdelivery.com)

**Old Dominion Freight Lines**

*"Their rep goes above and beyond to make sure everything is correct."*  
[www.odfl.com](http://www.odfl.com)

**Oliver Wight**

*"The management experience of their consultants have been integral to our success."*  
[www.oliverwight.com](http://www.oliverwight.com)

**OM Partners**

*"With them we aim to achieve significant improvement."*  
[ompartners.com](http://ompartners.com)

**OnProcess Technology**

*"They have helped us reduce inventory in the field."*  
[www.onprocess.com](http://www.onprocess.com)

**Open Sky Group**

*"They have a proven track record and good global coverage."*  
[www.openskygroup.com](http://www.openskygroup.com)

**Oracle**

*"They have helped us gain valuable insights."*  
[www.oracle.com](http://www.oracle.com)

**Penske Logistics**

*"They give us the visibility we need for operational success."*  
[www.penskelogistics.com](http://www.penskelogistics.com)

**Pilot Air Freight**

*"Their expedited ground shipments are just what we need."*  
[www.pilotdelivers.com](http://www.pilotdelivers.com)

**PINC**

*"They work to incorporate new ideas and strategies."*  
[www.pinc.com](http://www.pinc.com)

**PLS Logistics Services**

*"Timely responses, friendly service, and flexibility with options."*  
[www.plslogistics.com](http://www.plslogistics.com)

**ProAct International**

*"Great product with first-class service."*  
[www.proact.net](http://www.proact.net)

**Purolator**

*"They are very easy to work with."*  
[www.purolator.com](http://www.purolator.com)

**QC Software**

*"Their software team is highly capable and a pleasure to work with."*  
[www.qcsoftware.com](http://www.qcsoftware.com)

**RELEX Solutions**

*"They have a robust, easy-to-use solution."*  
[www.relexsolutions.com](http://www.relexsolutions.com)

**Resilinc**

*"We're better able to predict supply chain risk."*  
[www.resilinc.com](http://www.resilinc.com)

**River Rock Advisors**

*"They work closely with our team and give straight, honest feedback."*  
[www.riverrockadvisor.com](http://www.riverrockadvisor.com)

**Ryder**

*"They are flexible enough to help us adapt to changing business needs."*  
[ryder.com](http://ryder.com)

**SAP**

*"They are helping us transform digitally across the globe."*  
[www.sap.com](http://www.sap.com)

**SAP Ariba**

*"They've been a great growth driver for our small business."*  
[www.ariba.com](http://www.ariba.com)

**Savi Technology**

*"Reducing risk is job No. 1."*  
[www.savi.com](http://www.savi.com)

**Scandata**

*"They are responsive with our questions and collaborative on new projects."*  
[www.scandata.com](http://www.scandata.com)

**Schneider Logistics**

*"We are impressed with their command of the information surrounding our business, wants and needs."*  
[www.schneider.com](http://www.schneider.com)

**Smart Gladiator**

*"It's a great product that makes my job easier."*  
[www.smartgladiator.com](http://www.smartgladiator.com)

**Solvoyo**

*"I would recommend them to anyone whose delivery systems need fixing."*  
[www.solvoyo.com](http://www.solvoyo.com)

**Spinnaker**

*"We received level-headed and solid advice."*  
[www.spinnaker.io](http://www.spinnaker.io)

**St. Onge**

*"They consistently provide world-class solutions to our most vexing challenges."*  
[www.stonge.com](http://www.stonge.com)

**TGW Logistics Group**

*"They have really improved our distribution center."*  
[www.tgw-group.com](http://www.tgw-group.com)

**The Alston Group**

*"They provide guidance and knowledge on our trade compliance issues."*  
[www.thealstongroup.com](http://www.thealstongroup.com)

**ToolsGroup**

*"We now can respond faster to crises and support patients with complex requirements."*  
[www.toolsgroup.com](http://www.toolsgroup.com)

**Total Quality Logistics**

*"They take control and save me a lot of time."*  
[www.tql.com](http://www.tql.com)

**TPSynergy**

*"They are hassle-free and have a great support team."*  
[www.tpsynergy.com](http://www.tpsynergy.com)

**TradeRiver USA**

*"They have a very hands-on approach to clients."*  
[www.traderiverusa.com](http://www.traderiverusa.com)

**Transfix**

*"Their automated pricing platform enables greater transparency."*  
[transfix.io](http://transfix.io)

**Transplace**

*"Our freight costs went way down after partnering with them."*  
[www.transplace.com](http://www.transplace.com)

**Transportation Insight**

*"The difference between them and other providers comes down to people."*  
[www.transportationinsight.com](http://www.transportationinsight.com)

**TrueCommerce**

*"We can significantly improve our entire supply chain."*  
[www.truecommerce.com](http://www.truecommerce.com)

**UltraShipTMS**

*"We now can make routing guide decisions based on accurate information."*  
[www.ultrashiptms.com](http://www.ultrashiptms.com)

**Universal Logistics**

*"A really professional way to handle our requests for transportation information."*  
[www.universallogistics.com](http://www.universallogistics.com)

**Upland Ultriva**

*"We can easily get changes and training information as fast as we need it."*  
[uplandsoftware.com/ultriva](http://uplandsoftware.com/ultriva)

**UPS**

*"They enabled us to save a lot."*  
[www.ups.com](http://www.ups.com)

**UPS Supply Chain Solutions**

*"When it comes to moving our products, they are our partner of choice."*  
[www.ups-scs.com](http://www.ups-scs.com)

**Wen-Parker Logistics**

*"They have helped our business move forward."*  
[www.wen-parker.com](http://www.wen-parker.com)

**WorkWave**

*"The services we have through them has helped us grow tremendously."*  
[www.workwave.com](http://www.workwave.com)

**Yale**

*"They have all the equipment we could need."*  
[www.yale.com](http://www.yale.com)

**YRC Logistics**

*"They have met all of our logistics needs."*  
[www.yrc.com](http://www.yrc.com)

**Zebra Technologies**

*"The tablet-based solution can literally save lives."*  
[www.zebra.com](http://www.zebra.com)

**Methodology**

Each year, SupplyChainBrain readers submit nominations over a six-month polling period for partners whose products, services or solutions have made a significant impact on business efficiency, customer service and overall supply chain performance.

All 100 partners are solutions providers who received multiple nominations from their customers and/or whose customers agreed to be interviewed by SupplyChainBrain for a published, in-depth case study.

Since we can't publish all the praise, we're highlighting a number of testimonials in the form of case studies in our October magazine. You can [subscribe here](#).

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