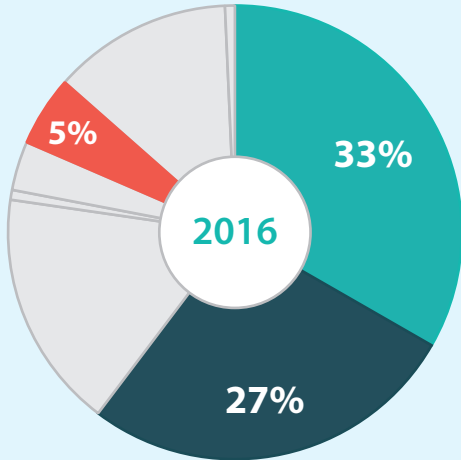
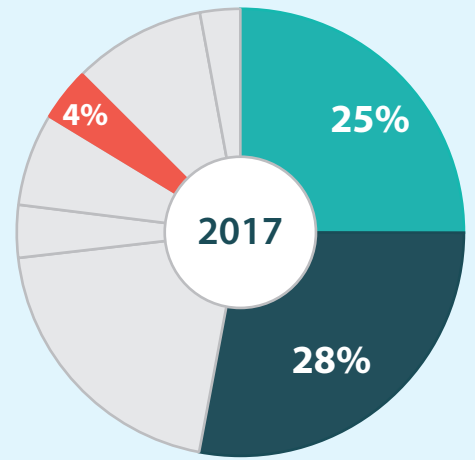


The biggest challenge for logistics providers in 2016 was innovating to drive new business. In 2017, things are changing...

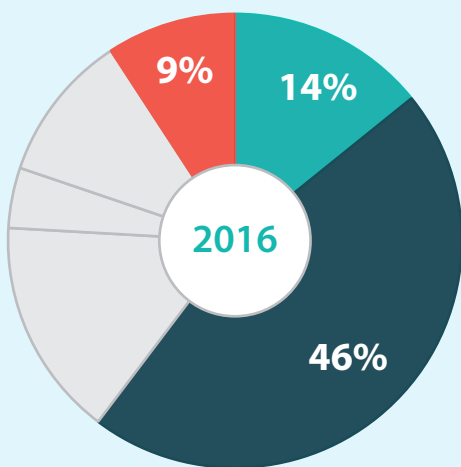
How did you gain most of your new business in the last 12 months?



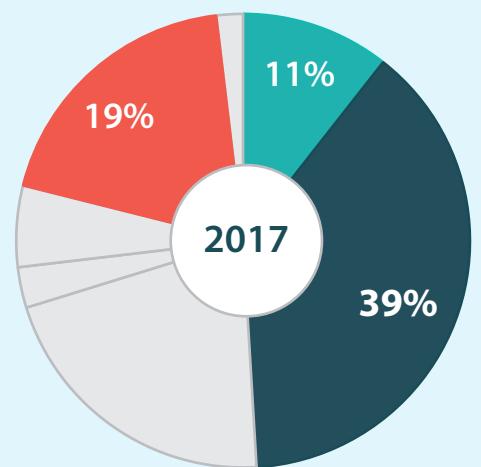
Outbidding or winning contracts from competitors
 Innovating to create new business areas
 Expanding to new industry verticals



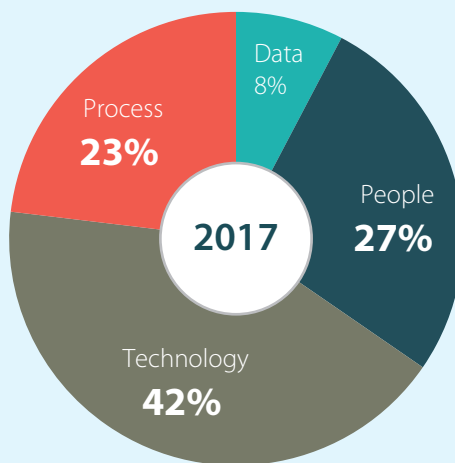
How do you expect to gain the most of your new business in the next 18 months?



Outbidding or winning contracts from competitors
 Innovating to create new business areas
 Expanding to new industry verticals



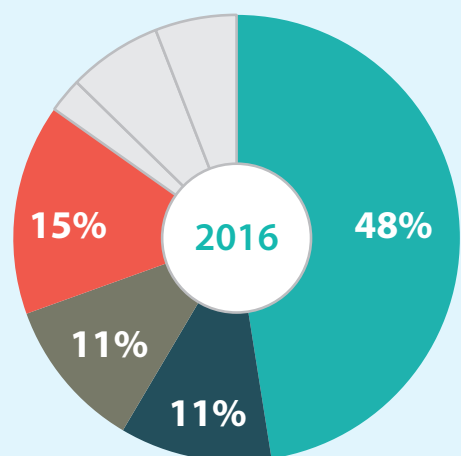
Which area is your biggest priority in 2017?



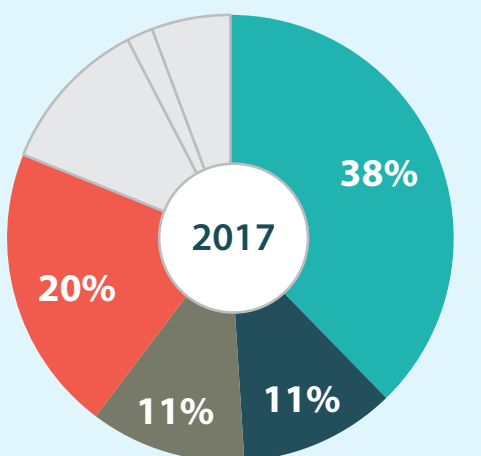
LSPs are getting better at technology and at innovation.

But, the bar is moving in terms of what customers are seeking from their LSPs...

Where do LSPs most often come up short?



Innovation / New ideas and solutions
 Leadership/ Management & Relationship Development
 Reliability
 Customer Service & Speed of response to queries and problems



Is customer-centricity going to be a key driver of LSP growth in 2017?

Come debate June 14-16, Chicago with all the key decision-makers in supply chain and logistics: www.3PLSummit.com