



Ask's The Customer

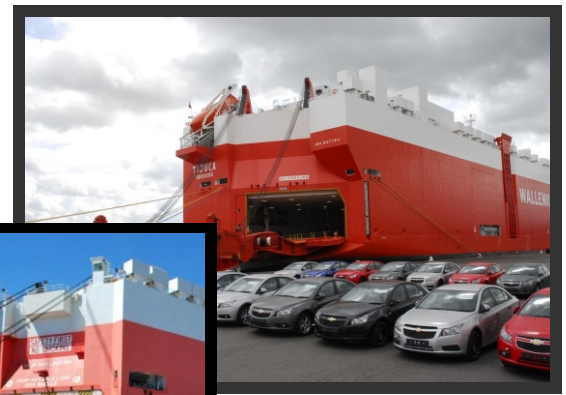
Customer: Wallenius Wilhelmsen

Industry: Global Logistics

Operations: Ocean Transport/Inland Distribution

Equipment: Linde H80D

16,000lb Pneumatic Diesel



Wallenius Wilhelmsen operates a fleet of over 60 giant cargo ships that ferry everything from cars, to machinery and heavy agriculture and construction equipment to their



When one of Wallenius Wilhelmsen's giant cargo ships docks at the Mid-Atlantic terminal, the result is thousands of pieces of equipment from America's top equipment companies, waiting to be off-loaded and transported to their final destination.

final destination. And whether that destination is domestic or international one thing they need to rely on is their own equipment.

The equipment they use, whether it's one of their modern, eco-friendly 40,000 plus ton cargo ships capable of hauling over 7000 cars, or the forklifts they use to

offload their cargo, Wallenius Wilhelmsen demands quality. After all they didn't survive in the industry for over 140 years without providing quality service to their customers. And the combination of the Linde forklift and Matthai Material Handling fit the bill perfectly for Rick Brigerman, Manager of Terminal Services for the Mid Atlantic Terminal in Baltimore.

"We needed equipment and a material handling partner that we could rely on to get the job done" says Brigerman. Rick doesn't have time to look over the shoulder of his equipment provider and places implicit trust in the decision making of the service team at Matthai Material Handling. "If they say it needs fixing, I know it needs fixing" Rick explained. With literally over a billion dollars in cargo in each ship they need to know that the equipment that's assisting in off loading is going to perform consistently and hold up under the demanding operations of one of the World's biggest Stevedorian operations.

In 2005 Rick went out in search of a new company to provide equipment and service for his fleet and Randy Matthai, President of Matthai Material Handling really impressed Rick. "Randy is the kind of business owner I want to do business with. Regardless of how busy he is, if he feels he needs to come see something, I know he's in his truck and on his way" says Brigerman. He knows that Randy impresses on everyone at Matthai Material Handling that the customer is the number one priority and there's nothing more important they do, than help a customer solve a material handling problem.

Rick puts continuity of service and familiarity of equipment right up there with the trust factor when it comes to a good relationship. He knows that Matthai's professionally trained technicians know his equipment and how it is used. This gives them a head start when it comes to keeping the equipment running at peak efficiency.

Rick operates a fleet of 16 Linde forklifts at the terminal and knows that Linde forklifts combined with the personal and professional service provided by Matthai Material Handling makes a perfect business partner in his material handling operation.

Linde

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