

# FACT SHEET

WWW.RUAN.COM

# RUAN

## OUR MISSION

Ruan's mission is to empower the best team in logistics to deliver exceptional experiences for our partners.

## COMPANY FACTS

- + Family-owned corporation founded in 1932
- + Asset-based 3PL headquartered in Des Moines, IA
- + Relationships with thousands of shippers
- + Thousands of pre-screened partner carriers
- + On-site managers to direct fleets and drivers
- + Driven by our Guiding Principles:
  - People First
  - Safety Focus
  - Customer Satisfaction
  - Exceptional Performance
  - Continuous Improvement

## FLEXIBLE INTEGRATED SUPPLY CHAIN SOLUTIONS

Ruan's Integrated Supply Chain Solutions combine the flexibility of non-asset and asset-based capabilities with best-in-class technology and superior service. We partner with you to optimize your supply chain and deliver a customized solution focused on continuous improvement and overall supply chain efficiency.

## RUAN'S INTEGRATED SUPPLY CHAIN SOLUTIONS SERVICES

### Managed Transportation

- + Order optimization
- + Capacity management and sourcing
- + Invoice audit and freight payment
- + Real-time shipment visibility
- + Dock and yard management

### Dedicated Contract Transportation

- + Superior service with true dedicated transportation, not simply capacity
- + Drivers, equipment, and execution team are assigned to each client, creating lower turnover, effective training, and industry-leading safety
- + Expertise with various equipment types, industries, and specialized commodities

### Value-Added Warehousing

- + Dedicated and agile
- + Engineered facility design
- + Site selection
- + Labor management
- + Inventory management
- + Kitting and subassembly

### Brokerage Support Services

- + Stand-alone brokerage business coupled with dedicated fleet capacity augmentation
- + Capacity aggregation for shipment management
- + Annual contracted and short-term expedited capacity solutions
- + Multi-mode capacity provider: FTL dry and reefer, flatbed, intermodal, drayage, and LTL
- + Full visibility and real-time tracking of all freight across all modes

## BY THE NUMBERS

**\$1.35B** in freight under management

**5,500** team members across the country

**4,000** late-model power units

**10,000** trailers owned and operated

**300** operations nationwide across 48 states

**24/7** customer care and driver support

Contact Ruan's supply chain experts at [solutions@ruan.com](mailto:solutions@ruan.com) to explore your options.



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Ruan's Integrated Supply Chain Solutions are driven by people, transformed by process, and enhanced by platform, allowing you more time to focus on your core competencies. Ruan has supply chain expertise in every industry—and the right people, processes, and platform to meet your logistics management needs.

## Driven by People

Ruan assigns dedicated resources to support each client including an account manager and execution team who are responsible for:

- + Managing daily business processes
- + Controlling operational expectations
- + Partnership development and collaboration
- + Scheduling, tendering, and monitoring shipments
- + Key performance indicators and business reviews

Ruan's expert teams provide seamless operational start-up and transportation management and warehouse management systems (TMS/WMS) implementation. Our driver retention rate is four times the national average. Customers have one point of contact and one consolidated bill for all services, and our safety professionals monitor compliance and regulations daily.

## Transformed by Process

Ruan's business intelligence team provides ongoing network optimization analysis for our partners. We leverage our technology and insights to uncover any additional opportunities for supply chain improvements. Our annual customer satisfaction surveys and periodic business reviews allow us to assess our performance and define accountability. We ensure all aspects of your operation are managed with best practices in implementation, service, and safety. Our proprietary Megasafe Safety Program drives regular training for all team members, investments in the best equipment and in-cab technologies, and adherence to all regulatory requirements with a goal of fostering a best-in-class safety culture.

## INDUSTRIES WE SERVE

- + Grocery
- + Food Processing
- + Manufacturing
- + Chemicals
- + Retail
- + Beverage
- + Metals
- + Agricultural
- + Industrial Gases
- + Food Grade
- + Building Materials
- + Medical Supplies
- + Consumer Packaged Goods



## Enhanced by Platform

Ruan offers our clients an integrated, proprietary supply chain platform with best-of-breed TMS, WMS, and logistics tools. Our functionality allows us to seamlessly manage multiple supply chain processes including:

- + Order management
- + Optimization and planning
- + Resource assignment/dispatch
- + Execution and communications
- + Freight audit and pay
- + Reporting and analysis
- + Real-time tracking
- + Dock scheduling and yard management
- + Warehouse management
- + Driver mobility
- + Robotic Process Automation