

To whom it may concern,

### Context

Ericher, founded in 1917, is a leader in the Supply Chain Solutions and Customs Brokerage industry with services across the major borders of Texas as well as the major ports of Mexico. Our services include US and MX customs, logistics, transport and distribution center.

In 2021, we selected London Consulting Group as partner in the transformational project for our warehouse, customs brokerage and back-office operations that sought to deliver a better service to our clients.

A major project that aggregated several key elements that are now vital to any business' success such as becoming a company that guides the **decision-making** process through **data-driven** and **customer centric tools** which are achieved through **process re-engineering** and **automation**.

### Noteworthy Results:

#### Warehouse

- **Productivity** increased by **18%**
- **Labor costs** reduction of **19%**
- **Processing cycle time** optimized by **26%**
- Our **Space Availability** for storage increased by **4.8%**
- **Inventory levels** of stock and supplies reduced by **22%**
- **Reparation expenses** were reduced by **44.2%**

#### Customs Brokerage

- Overall **Service Level Agreement** improvement of **8%**
- **Productivity** increased by **17%**
- **Rework** decreased by **35%**

#### Qualitative Improvements:

- Implemented a **data analytics ecosystem** that provides the company with full **visibility** and a robust **source of information** that guides the **decision-making** process.
- Worked alongside our team to drive a structured **Governance Model** that encourages a **continuous-improvement work culture**.
- Developed an App for proper **staffing level management** through a **Capacity Plan** implemented throughout the company.

Throughout the project, LCG's team demonstrated their commitment, professional approach, and work ethics, working closely with our staff at all levels. Following LCG's proven methodology they were able to deliver all these results eventually leading to an outstanding economic impact over our initial investment with a **ROI of 3.06 to 1**.

Sincerely,

Ermilo Richer Mounetou



CEO