Few factors can impact the success of your company as much as the performance of your supply chain. No matter what industry or region of the world you do business in, your supply chain is as integral to your success as your products, your services, and your people.

At Caterpillar Logistics Services, we know firsthand that logistics can either make or break a company. It can also build a legend. For more than 75 years, we have designed and implemented the world-class logistics solutions that have helped make Caterpillar, Inc. a legend.

We pioneered the field of logistics by building Caterpillar’s extensive global logistics infrastructure and, along the way, we helped build the field of supply chain management, developing proven processes and systems designed to maximize business performance.

Today, the same know-how that helped build the Caterpillar legend is available to your company. We serve clients in more than a dozen distinct industries from automotive, aerospace and defense, and technology to industrial products, and consumer durables. We help companies solve their industry challenges involving inbound, service parts, and finished goods logistics.

Whether your customers are around the corner or around the world, the global capabilities of Cat Logistics are unmatched in helping you meet their requirements. With more than 95 facilities and operations in 25 countries on six continents, we not only have the global reach, but also the cultural fluency that streamlines the complexities of international logistics.

Our heritage and know-how have helped make us the right choice for more than 40 leading corporations.

### The Cat Logistics Client Service Framework

Cat Logistics provides the scope of services that your company needs to impact supply chain performance. Our service offerings

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**Figure 1** Caterpillar Logistics Services/Client Service Framework©

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address both the planning and program-management requirements that help direct the logistics effort, as well as the functional capabilities that lead to outstanding operational performance.

The Cat Logistics Client Service Framework addresses the scope of activities your company needs to compete in today’s global marketplace, allowing you to zero in on a particular operational need, or a broad range of related needs that may lead to breakthrough performance opportunities, improved customer service, and substantial cost savings.

Cat Logistics’ investment in highly effective technologies and our alliances with leading third-party technology and software companies allows us to design and implement comprehensive, scalable solutions that provide long-term value. One of our current alliances with Ford Motor Company is focused on developing a world-class logistics information system that will fulfill the long-term service parts logistics needs for both of our companies and clients.

Combined with our proven methodologies such as Six Sigma – a fact-based, process-driven approach that enables us to raise performance measures to the highest levels – we can provide equally high levels of efficiency and reliability for the solutions we design and implement for our clients.

Service Offerings
Supply Chain Strategy
Executing the wrong strategy well is no better than implementing the right strategy poorly. Success in today’s business environment demands supply chain strategies that are creative, yet practical and realizable. Caterpillar Logistics Services leverages its experience in numerous industries to develop achievable supply chain strategies linked to business goals. Our supply chain strategy capabilities include Network Design, Channel Strategy, Optimization Simulation, and Asset Planning. These are the strategic elements that have allowed our clients to make the most of their supply chain opportunities.

Supply Chain Design
A supply chain strategy is meaningless without powerful design capability. Cat Logistics puts its tools, technology and over 75 years of supply chain experience together to turn strategy into reality. Advanced transportation modeling, business process engineering and operational design tools are planned and designed together to create the most efficient operating environment for your company and assure the supply chain strategy can be made operational throughout your supply chain.

Systems and Technology
Today’s supply chains are technology intensive and Cat Logistics takes technology and systems design to an executable level. Efficient well-designed supply chains require advanced technology to support and optimize the solution. Caterpillar Logistics has a suite of scalable technology alternatives that can be integrated into your business processes and systems globally, providing real-time information and enabling a robust, efficient supply chain. Our scope of capabilities includes IT Planning, Application Selection, Systems Integration, Data Warehousing and Applications Maintenance Outsourcing to ensure your company a healthy return on its IT investment.

Execution
Execution is where supply chain strategy, design, and technology become reality. And, this is where Cat Logistics is proving its value to over 40 industry leading companies worldwide. Our practical experience provides over 8,000 Cat Logistics professionals with the know-how to implement an unparalleled spectrum of services ranging from Distribution, Transportation, Inbound Logistics, Order Management, and Materials Management, to Reverse Logistics, and International Logistics. The unique integrated approach of our client service framework allows clients to execute solutions that can optimize total supply chain performance anywhere in the world.

Put Our Know-How to Work for You
Our proven approach to helping clients meet their business challenges by leveraging their own unique supply chain capabilities is available to your company. Cat Logistics now offers the Value Proposition Assessment, a high-level diagnostic review that can help you identify areas throughout your supply chain where you can realize immediate operational improvements and significant cost savings.

Through a series of questions and comparative measures, the Value Proposition Assessment compares your company’s supply chain performance to industry benchmarks to show you opportunities for improvement. In less than 30 days, our team will provide you with a straightforward report with achievable recommendations that can transform your supply chain performance.

Contact a Cat Logistics professional or visit our Web site at www.catlogistics.com to find out how we can help your company become the next legend.