

Success Story:

## Pan Ocean Transport – Partnering Haulio for Better Customer Fulfilment



**Miss Lyn Ng**

Operations Manager  
Pan Ocean Transport Pte Ltd

### PAN OCEAN TRANSPORT



Partnering Haulio since

# May'17

### Top 3 Things I Like about Haulio



#### Ease-of-use

Haulio's platform is simple and easy to use for all my trucking needs.



#### Better Customer Fulfilment

With Haulio's support, I can now better meet my customers' needs.



#### Great Customer Service

I like the personal touch at Haulio, as there is a dedicated Haulio PIC that we can communicate with.

### ABOUT PAN OCEAN TRANSPORT

Founded in 1979, with humble beginnings of 5 employees, Pan Ocean Transport has since grown to become a total logistics solution provider, consisting of 65 total staff members.

Together with Haulio, Pan Ocean aims to be one of the most trusted logistics service providers in Singapore and beyond.

**Together,  
We Cargo Faster**

### Rating of Haulio

# 9/10

*"The service of Haulio's operations staff is exceptional. Paired together with the user-friendly platform, using Haulio for our daily operations is a breeze."*

By using Haulio, we saw a substantial increase in our revenue.

Miss Lyn Ng, Operations Manager  
Pan Ocean Transport Pte Ltd

## EXPERIENCE WITH HAULIO

### Ease of Use

In the beginning, we had to learn how to use the Haulio platform. However, the Haulio staff were very helpful and responsive, and it was **simple to pick up** and straightforward to take up jobs from Haulio.

### Better Customer Fulfilment

Another feature on Haulio's platform that I adore is the option to sublet my jobs. In the past, if we were unable to fulfil a job, we had no choice but to reject a potential job in fear of capacity issues. Now, with Haulio, we can sublet our long distance and overflow jobs. This enables us to **fulfil more of my customer's needs** as we are no longer rejecting their job requests.

Haulio's operations executive, Jennifer, also helped me to obtain the Jurong Island pass for my company, opening more jobs for us to take up. Overall, the team at Haulio has supported us a lot.

### Great Customer Service

One thing I really liked about Haulio is the **personal touch** – there is a dedicated Haulio PIC that we can communicate with. Constant updates from Haulio also enables me to provide more updates for my customers. This level of customer service is passed down the supply chain, leading to a smoother and better experience for both myself and my customers overall.

I remember when I first started working with Haulio, we took up a job and my team had arranged everything and left for the day. However, a situation arose, and I needed to settle it myself. Thankfully, Haulio's operations staff were at hand. They worked together with me through the night and thankfully, we settled the unexpected issue.

### Will you continue using Haulio in the foreseeable future?

Yes, we will. We hope that Haulio and Pan Ocean can grow together, in terms of technology, as we are in the digital age now and technology is always improving. We hope that we can **venture into new and more interesting ideas together**.

## Let's talk.

At Haulio, we place our partners at the heart of what we do.  
Talk to us to find out more! *Together, We Cargo Faster.*

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**HAULIO**