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LANDSTAR 

THINKING BIG

A RECENT PROJECT BY LANDSTAR CANADIAN AGENT TREVOR HAGERMAN FOR CUSTOMER TOROMONT CAT PROVES THAT "BIG" IS A RELATIVE TERM – BOTH WHEN IT COMES TO THE SIZE OF TRUCKS AND EXPECTATIONS FOR BUSINESS GROWTH.



To the average motorists in a family sedan, the tractor trailers driven by Landstar BCOs are big. Similarly, to an average sales agent, scoring a little bit of business from a new customer can constitute big growth. But a fleet of specialized Caterpillar mining trucks recently moved by Landstar puts those notions of big into perspective.

Last fall, Trevor Hagerman's agency began a project to transport 11 Caterpillar 795F AC trucks to a gold mine in Ontario. The customer, Canadian-based Toromont CAT, is the exclusive dealer of Caterpillar equipment in Ontario, Manitoba, Nunavut, Newfoundland and Eastern Labrador.

The massive Caterpillar trucks literally dwarf a normal tractor trailer. At almost 26 feet high, 50 feet long and 30 feet wide, the off-highway ultra-class haul trucks are so big they must be moved in pieces, requiring 11 separate hauls to transport the

components of just one truck. The CATs were then assembled at the delivery site. The chassis of each truck weighed in at roughly 135,000 pounds and the dump portion of the truck alone had to be moved in four pieces, said Hagerman, a Landstar agent of nearly 4 years based out of Stirling, Ontario.

The 11 795F AC trucks delivered to the Ontario mine is the largest such fleet for Caterpillar in the world.

The trucks' components were transported from Decatur, Illinois, and Laredo, Texas, to the gold mine which Hagerman affectionately plots as "120 miles into the middle of nowhere."

Needless to say, such a massive project required an equally massive amount of planning and coordination, requiring a carrier with ability and experience. But it wasn't by luck that Landstar and Hagerman were positioned to go after and secure such an undertaking. It was the ambition and persistence of Hagerman and

his region management that earned the business.

Hagerman, with the help of Landstar Eastern Canada Region Manager Ron Kuperberg, began pursuing Toromont CAT as a customer just a little over a year ago. The agency got its break shortly thereafter, moving some of the company's rental equipment on short hauls of less than 200 miles. While many sales agents would have considered it a "big" accomplishment to get a foot in the door with a coveted customer, Hagerman did not rest on his laurels. Thrilled as he was to get the new business, he wanted more.

"Ron and I built on the relationship with Toromont CAT by asking questions every time we got together with them. We asked about other parts of their operation, what other things they did and how we could help them with it," Hagerman recalls.

Soon the agency took its second "big step" with the customer and began moving some of their new vehicle equipment of varying sizes to Toromont Cat's various dealer branches.

Still, Hagerman wanted more.

"At one particular lunch meeting, we were able to get a contact with the company's mining department. That led to the bid on the job to move the 795s," he said.

Although the original contract called for Hagerman's agency to move eight trucks, the people at Toromont Cat were so impressed with initial deliveries that they awarded Landstar three more trucks to haul to the mining site.

"We were blowing them away with service. Because the trucks go through final assembly at the site, Toromont CAT is very strict about the order of delivery and we were right on, with 100 percent

accuracy and on-time delivery," said Hagerman.

Toromont CAT Mining Logistics Manager Gerold Becker has 35 years of experience in logistics. He says his rule of thumb, when evaluating carriers, is quality, speed and value. He says Landstar and Hagerman met all three, consistently and with pride.

"Landstar has hauled for our company in the past, but this is our first large scale, multi-load project and Landstar came through with flying colors," said Becker.

Hagerman credits Landstar BCOs for the project's success.

"The Landstar system and the truly professional BCOs are incredible," Hagerman says. "Our BCOs deserve a big shout out. They make me look good."

Hagerman also acknowledges what he calls Landstar's unique system – from permitting to billing and everything in between.

"The whole Landstar system is unbelievable. It makes it so easy," he said. "I would have never dreamed that I could have taken on such a project in my previous job. I would have seen the request, said 'wow,' and then pushed it to the other side of my desk."

Kuperberg gives kudos to Hagerman, not only for the execution of the move, but also for including region management in the process.

"Trevor is the type of agent who really works with his region management. We bat about 80 percent to 90 percent when out on sales meetings together," Kuperberg says. "We're here to help agents succeed. And this is a great example of how cooperation between region management, agents and BCOs can result in a big win for everyone involved."★

