

Cargo Services Inc.

Let's welcome Cargo Services Inc. as a new member to the Southwest Indiana Chamber. Cargo Services Inc. is located in Indianapolis and can be reached at 800-645-0368 or online at www.cargos.com. Read on as Andy Hadley, national accounts manager, describes the services they offer and what inspires their team.



Andy Hadley - National Accounts Manager, Cargo Services Inc.

Tell us about Cargo Services Inc. and the services you offer.

Cargo Services is an independently owned and operated international freight forwarding company. The team partners with business leaders in the tri-state area by providing import and export services by air, sea and land. Our clients represent a variety of businesses including manufacturing, pharmaceuticals, life science, plastics, animal feed, publishing, RVs and more. Known for being customer focused, our Cargo Services team uses the depth and breadth of resources needed to ship our clients' freight anywhere in the world thanks to our relationships with hundreds of professionals in more than 80 countries.

What inspires your team?

We work to provide peace of mind for our customers by being the BEST provider in Indiana, Illinois and Kentucky. How do we do that? In today's high-tech world, Cargo Services owners have chosen to not have voicemail. When our customers call, they talk with a team member who professionally greets them and ensures questions, requests and needs are responded to quickly and efficiently. Our customers have freight moving around the world that impacts their sales and supply chains. No one wants to get into voicemail when they need to know where their product is.

What career advice would you give the younger generation interested in this type of business?

Logistics is an exciting business. It changes from day to day, hour to hour and involves many different people and cultures. Most people do not consider when we are sleeping here in the United States, people living in Japan, Singapore, Australia, China, India, Europe and Africa are awake and conducting business. Ships are sailing, and planes are flying at all times of the day and night with cargo arriving into and departing from the United States 24 hours a day, seven days a week, including holidays. Thirty years ago, when I graduated from Indiana State University, I never would have dreamed I would be in the logistics business. Working in this business has given me the opportunity to see the world. I have scaled the Sydney Harbor Bridge, walked the Great Wall of China, stood next to Christ the Redeemer Statue in Rio de Janeiro. The best part of being in this business is I have made friends in different countries for a lifetime and experienced all of their different cultures. I feel that this has enabled me to become a better all-round person, respecting and understanding the different cultures of the ever-shrinking world.

In your opinion, what are three ingredients for success?

Persistence, Persistence, Persistence. In sales you must be persistent but not too pushy. You must know when to back off and know when to go for it. It is a fine balancing act that you must take every day of the week.

Commit yourself to constant improvement. The logistics industry is a fast-paced business that changes on a day-to-day basis. Be a SME (Subject Matter Expert) by keeping up on industry trends and current news to serve clients at a high level.

Commit yourself to quality. Quality is what makes Cargo Services stand out from our competition. The quality of our staff and workmanship of our team makes us stand out within the industry. Our team is independently owned and operated. We know in order to stand out from our competitors, we must commit to quality service.

What has been one of the toughest challenges?

Being an independent in a competitive industry of national conglomerates can be tough. Our customers tell us they recognize the difference in customer service. Our staff and our owners are accessible. As a group we work to maximize creative solutions to the most complex supply chain challenges. With a global professional network, online technology systems and expertise, our team designs ocean, air and land shipping solutions specifically to meet a customer's supply chain management requirements.

What is your favorite thing about your job?

I get to meet with new clients every week. During the meetings I sit down and listen to what they need and understand what they are buying or selling overseas. At first, most of the time, you hear, everything is fine. But then I ask, is there something that your current provider is not doing that you expect or would like to see? After that conversation, I usually improve their supply chain flow by providing new ideas, processes and pricing to give our customers an advantage over their competition.

What do you like most about the community in which you work?

People in the Midwest tend to have a giving and caring attitude. The Cargo Services team is no different. We're community driven, giving back through a program called Books for Youth operated in partnership with the Indiana Department of Child Services and NFL Indianapolis Colts. This campaign provides 25 age-appropriate books in backpacks to foster children throughout Indiana. This will be our 10th year sponsoring the program. Each year, the Books for Youth team partners with several Cargo Services customers who host events for foster youth in their area. It's always a fun time, and the reward is the smiles on the kids' faces.

Is there anything else you would like to share?

Cargo Services has been in business for more than 25 years and is based in Indianapolis. Our team of import and export professionals works with companies in northern Michigan, Indiana, Illinois and other Midwest states.

Thank you, Andy Hadley, national accounts manager at Cargo Services Inc., for taking the time to share with us!

