

## Who We Are

*Leading at the Speed of Right*

- Leading provider of global logistics solutions
- A dedicated group of professionals focused on delivering a true “WOW” experience.
- Committed to being the “best in class” leader in residential delivery

## Services Offered

*Options To Fit Your Business*

- One Man threshold
- Two Man threshold
- Two Man placed in room of choice
- Two Man placed in room of choice, unpacked, debris removal
- Two Man placed in room of choice, unpacked, debris removal, and light assembly
- Short Term and Long Term Warehousing



[www.icatresidential.com](http://www.icatresidential.com)

## What We Deliver

*Benefits for you and your customers.*

- Delivery times that improve velocity and thus reduce issues such as buyers remorse
- Low claims ratio reducing returns and customer dissatisfaction
- Visibility into all shipment activity allowing you to provide 24 / 7 responses to customer inquiries
- Warehousing services allowing you to control and adjust your fixed expenses

## Value-Added Services

*Customer Focused Solutions*

- Scripted calls to insure scheduling is handled properly
- Customer driven and specific scripts based on your needs, not generic scripts
- Strict service and operation standards to minimize claims
- Post delivery survey and follow up to proactively address any service issues
- IT platform that provides consistent visibility into all activity

## ICAT Mission

To help all those we touch grow more profitably.

This belief of helping all those we touch to at least in some small way grow more profitably through our interaction begins with our ICAT teammates. We recruit, hire and train people based on their strengths and how they might best apply those individual strengths to make our team stronger and provide our customers the **WOW** feeling they come to expect from ICAT. By ensuring that our teammates truly understand our mission, we empower them to make the right things happen for our clients.



We also recruit our service partners based on similar criteria. We ensure that all those involved with the “ICAT service pledge” understand their role in the process of delivering the **WOW**. We help our service partners operate more efficiently and productively through their interaction with ICAT and that enables them to do so more profitably.

Ultimately these collective efforts are focused to provide our customers not only with an unmatched service experience but a true **WOW** experience. This experience will demonstrate our ability to help them meet and exceed their logistics’ goals more efficiently and reliably – creating profitable growth through their partnership with ICAT Logistics, Inc.

## Our Core Values

**Integrity**  
**Loyalty**  
**Commitment**  
**Passion**  
**Respect**

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