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Tompkins Ventures: The Home of Innovation

Advances in Transportation, Freight Forwarding, Supply Chain Finance and Call Center Services

Introduction

Welcome to the first edition of the Tompkins Ventures Home of Innovation Newsletter. Insightful Leaders know that business intelligence begets insights, which beget innovations.

The best innovations beget more business intelligence, which begets more insights, which beget more innovations. Repeating that cycle is key to competitive advantage and profitable growth in an age of perpetual disruption.

Each month, we will highlight three innovations that can help your enterprise kickstart and maintain that innovation cycle.

This month, we focus on big data analytics, artificial intelligence/machine learning (AI/ML) and nearshoring. These innovations can help your company find transportation capacity at reduced costs in tight markets, unlock liquidity and unsnarl supply chains; and offer a better cultural fit with your customer service operations and your customers.

Innovation 1: Transportation & Freight Forwarding

- Just like 2021, capacity is tightening as we start 2024. That makes it imperative for companies to diversify your lanes and develop backup plans. Just like three years ago, Tompkins Ventures can find capacity when no one else can. Through road, rail, air and sea, your shipments arrive on time and in full.

- Customized solutions fit your needs. Know where your shipments are at all times, anywhere on the globe. Cost reductions of 7% and up.

What Clients Say:

“30 days after we launched, we could tell a difference in costs and service levels – something that usually takes 6 to 9 months. It would take me an army to accomplish this because we use every mode: Ocean, less than truckload, full truckload, parcel, domestic, international, the whole gamut. Because it has become a partnership, not a transaction, we can easily expand distribution to South America.”

Vice President, North American auto parts supplier

[Transportation & Freight Forwarding 1-Pager](#)

Innovation 2: Supply Chain Finance

- Transform core activities like sales/purchase orders, logistics shipments and payment transactions into assets that unlock financial liquidity.
- Access capital to finance more and quicker deals, along with surety bonding, cargo insurance and credit insurance.

Customer Success

- Commercial laundry equipment supplier rapidly scaled from contracts less than 6 figures to deals worth \$2 million-plus
- Pharmaceutical/medical technology importer grew 177% in one year.
- Medical diagnostics supplier expanded from local deals to international projects.

[Supply Chain Finance 1-Pager](#)

Innovation 3: Call Center

- Nearshore customer call center, highly proficient in English, offers premier customer care and sales functions.
- Your customers talk to agents who listen, understand and appreciate their needs.
- Run cost savings between 40%-60%.
- Caribbean operators offer better cultural fit with U.S. and other Eastern Hemisphere locales. Many have spent significant time stateside.

- Better agent retention and performance that exceeds U.S. counterparts.

What Clients Say:

“It is rare to find a firm that has made so many good choices in technology, personnel, philosophy, and client focus. I am proud to be considered a believer in the Dominican Republic’s call center industry. This company’s attention and compliance efforts, needed by outsourcers today, it’s remarkable.”

Teleservices Executive

[Call Center 1-Pager](#)

CONTACT

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