

# Best Last Mile Transport Company - Canada

**NLI International Corp. is a full service in home delivery company serving retail, distribution and manufacturing leaders throughout the catalogue, home and internet shopping industries from around the world. We spoke to Andrew Britton to find out more.**



Founded in March of 2014, NLI International Corp. is a 100% privately held Canadian Company and unlike most standard moving or trucking companies, was created and developed with a lifetime of career experience within the Supply Chain, Warehousing and Distribution Industries culminating in a complete menu of services that make the firm a one stop shop for this very specialized industry, as Andrew emphasises.

“Here at NLI, we specialize in the delivery of merchandise that exceeds the size and weight limitations of standard parcel carriers, such as furniture, electronics and appliances and we provide very specialized delivery services to residential and business addresses across Canada. We understand the very demanding requirements of executing successful home deliveries and all of the intricacies of dealing with the private sector consumer. Our programs are geared to facilitate all E-Commerce transactions with very little stress for our Client /Partners while giving them the highest levels of support and keeping their costs competitive using contract rates with no hidden costs.”

Within the logistics sector, Andrew discusses the firm’s offering in more detail and explains how it works to achieve excellence for all of its clients.

“Whether you choose White Glove or Threshold services, comprehensive management of your delivery is our standard procedure. We begin your project with an up-front delivery plan, customized to keep the order firmly on course at all times. NLI International monitors the entire process, conducting inspections, recording milestones, tracking progress, verifying details and providing clear notifications and custom reports along the way. Online access provides you with easily accessible, detailed information regarding each order and our “Above and Beyond” program puts you in control of the process from start to finish.

“NLI International handles everything when you choose our premium services. This option goes far beyond the comprehensive, standard advantages, with options that include the

unpacking and inspection of the merchandise, before we contact the consumer to establish a delivery appointment. You may choose to have your item(s) assembled at the delivery terminal, the end-consumer’s address, or a combination of both. Instructions posted with each order enable efficient, accurate assembly by our skilled personnel. Once the product is on-site and assembled, it is set up and placed in the end-consumer’s room of choice. Finally, NLI collects all the packaging materials and removes them for proper recycling or disposal.

“In addition, the NLI International “Above and Beyond” program is a one of a kind program that is utilized for all “white glove deliveries” only. This service includes on site communication between the Client/Partner, an NLI International Customer Service Representative and the Consignee to mitigate a resolution to any delivery issues while in the home. This service is a proactive approach to saving time and money for all parties while ensuring that the delivery experience for the consumer is always, a positive one.”

Drawing on his vast experience in the logistics market, Andrew has a strong insight into industry trends which he is keen to share with us.

“The warehousing, Logistics and Supply Chain market is very much alive and well in Canada but as the world changes and people become more and more able to purchase things online, the need for faster transportation, better networks, faster manufacturing, cheaper product and a complete diversity of services, creates an element of competition that is unparalleled in my experience.

“Carriers in Canada for the most part are successful at their original core competencies however with the new and developing need for home delivery, folks who do not understand the process or the intricacies involved in this very specialized service are competing for market share and failing. Co-loading, cross docking, over handling and sub-contracting are all contributors to failure in this business and “damage” is the number one result of this. Off shore Manufacturers and Distributors



from around the world see Canada as a very viable market to expand into however a lack of experience and knowledge and a fear of the unknown is a huge obstacle for them. Most of these Companies rely on the eyes and ears of their partners here in Canada to represent and serve their needs and for the most part, they are completely in the dark. I have built a company that understands every aspect of the business and our processes from start to finish are geared to ensure that our Client /Partners are protected and that “their” business is 100% transparent to them.

Looking to the future, Andrew is excited for what is to come as he concludes by sharing the various developments his firm has in store.

“Ultimately, NLI International Corp. is a pioneer in Canada with the ever changing and constantly evolving final mile industry and we have established a solid foundation for a strong and prosperous future. I will stay the course, continue to develop our Network, establish our Brand around the world, increase our sales and continue to build a Team that the competition will be afraid of.

Upcoming developments include Larger facilities, my own trucks moving my line hauls across Canada, expanding our employee base, developing more geographical delivery options, as well as succession planning. Technological enhancements are always in my mind and as we reach each new threshold.

Overall these developments will help my firm to grow, both domestically and internationally, to support a wider range of clients.”

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