



Emma®

CASE STUDY | HOME FURNITURE

Emma Mattress

amazon freight

Initiation of Relationship with Amazon Freight

Amazon Freight partnered with enterprise shipper Emma Mattress by providing freight solutions pan-EU, transporting goods between shipper sites and warehouses. As a thriving business, Emma Mattress were seeking a transportation partner that could cover their extensive geographical coverage and reduce supply chain complexity. An exceptional level of customer service focussed on reliability and transparency was the critical objective of Emma Mattress when seeking a freight partner, as the logistical complexities when organising shipments were proving to be challenging and were leading to impacts on supplier relationships.

“ We at Emma have been working with Amazon Freight for more than three years now. During this time, we have come to know them as a reliable and professional partner. Their commitment to providing quality solutions is in line with our own corporate values, so this collaboration is mutually beneficial. Amazon Freight’s innovative solutions and proactive approach have helped us streamline our processes, reduce inefficiencies, and ultimately improve our lead times. We look forward to continuing this fruitful relationship and to mutual success in our respective markets.

ALEJANDRO SCHLAFFKE GIRÓN, **SUPPLY CHAIN MANAGEMENT**



Benefits of the Partnership

The partnership experienced successful results leading to a reduction in operational issues such as rescheduling. This enabled Emma Mattress to expand the partnership from solely Germany based shipments, instead entrusting Amazon Freight to provide transportation solutions for an exponential volume across the EU region.



Service Quality

Amazon Freight’s dedicated Customer Success Team were able to provide Emma Mattress with increased levels of support in tracking of loads and managing the transportation logistics through dynamic in-flight changes. This was a welcomed and valued additional layer of support enabling Emma Mattress to achieve their core transportation KPIs.



Shipper Support

Amazon Freight’s account management team were able to build strong relationships with Emma Mattress through frequent communication. This enabled greater transparency and visibility, providing the channels for Emma Mattress to engage and coordinate logistics more effectively.



Increase in Efficiency

Through partnering with Amazon Freight, Emma Mattress were able to experience significant reduction in time spent mitigating logistical issues which has allowed for an increased focus on expanding the partnership.