



Front for Logistics

How 3PLs deliver white-glove service at scale

WHAT IS FRONT?

Front is a customer communication platform that helps logistics companies streamline shipper and carrier operations.

Logistics service providers waste too much time on email management, which negatively impacts efficiency and customer service. Front makes it easy to categorize requests, route them to the right teammate, and respond faster.

The result? Book more loads, increase shipments per agent, and serve your customers better at every mile.

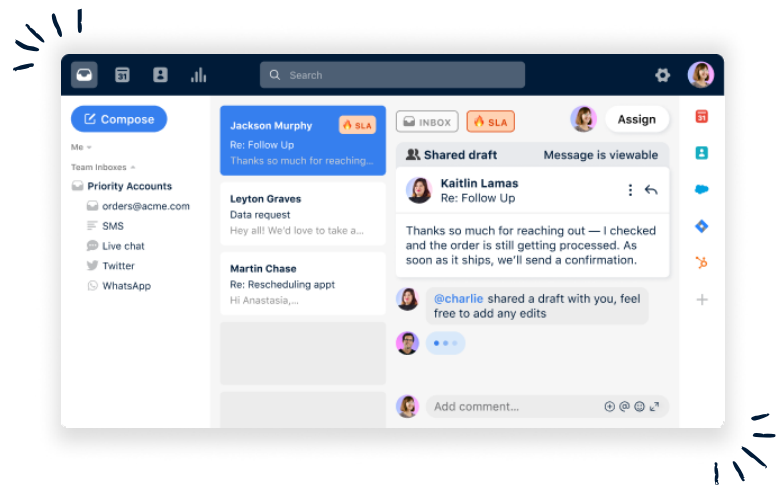
WHY FRONT?

Front's communication platform helps you:

- Route messages to the right person
- Respond and resolve issues quicker with team collaboration
- Measure customer communication metrics

Outlook and Gmail slow logistics companies down. High email volume, cc's and forwarding, and scattered information make it hard to reply with speed and accuracy.

With Front, 3PLs streamline operations, reduce message volume by up to 80%, and save hours of time every week with powerful automation – in a familiar email interface.



Bring shipper and carrier communication together in Front



SHARED INBOX



TEAM COLLABORATION



AUTOMATED WORKFLOWS



INSIGHT & ANALYTICS

MNX

15 min

Maintained response time SLA even as volume increased 4-times and cut employee churn by 20–25%

EFW

80% less

Estes Forwarding Worldwide routes the right message to the right person, eliminating duplication of work, increasing productivity, and boosting customer satisfaction.

sennder

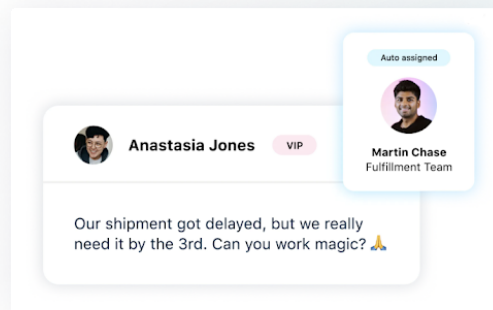
3500 hrs

Sennder saves 3,500 hours per month using Front integrations. Since using Front, daily email volume has decreased by 80%.

Streamline operations **and** deliver exceptional customer service

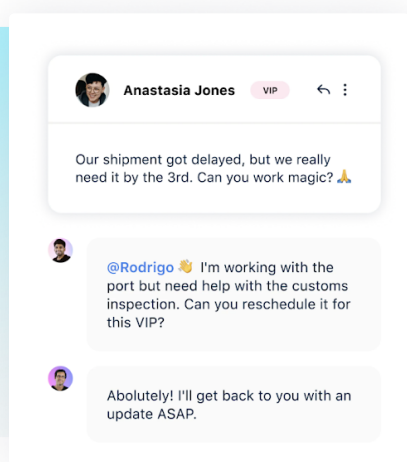
Automation **and** attention

Get every email into the right hands, at the right time with customizable workflows. Messages can be automatically routed based on account owners, expertise, geography, team shifts and more.



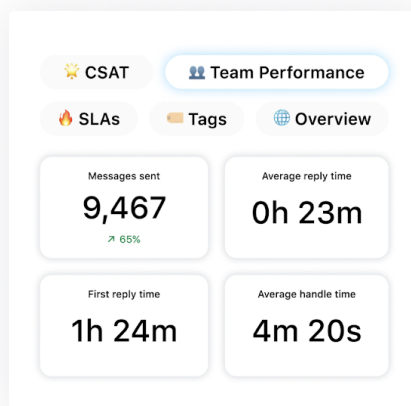
Speed **and** personalization

With Front, personalization doesn't slow teams down. Every conversation is surrounded by customer history, relevant data, and built-in collaboration so teams can work behind the scenes to craft better responses, faster.



Measure customer satisfaction **and** team performance

You can't improve what you can't measure. Get actionable insights into key customer service metrics like resolution time, response time, CSAT and more. By knowing exactly how the team is performing, you can focus on making improvements and holding employees accountable.



500+ 3PLS AND FREIGHT FORWARDERS SHIP MORE FREIGHT WITH FRONT

priority

flexport.

ECHO



Load One
Freight Forwarding & Logistics

LDi