

# New Hampshire Innovators

As Seen In... *Inc. Magazine, October 2009*

## Highland Forwarding

### New Hampshire Firm Simplifies Commercial Shipping Worldwide

Through its extensive network of overseas agents, Highland Forwarding is represented in more than 150 countries. From heavy machinery to electronic instruments, hazardous materials, food products, toys and much more, the company determines the most cost-effective modes of transportation and coordinates all details. Highland Forwarding simplifies the most complex shipping assignments.

At a time when many shipping companies are downsizing, Highland Forwarding is expanding. So much so that it has made the *Inc.* 5000 list for three consecutive years – 2007, 2008 and 2009 – as one of the fastest-growing private companies in the United States.

Highland Forwarding understands the business, logistics and politics of importing and exporting. Most employees have master's degrees and speak three or four languages, making it much easier to do business around the world.

"Our standards of service are so much higher than everybody else's," says Radek Maly, president of Highland Forwarding. "I love solving logistical problems and making our customers happy. Our motto is *We Take Care of You*, and we mean it."



#### Services Offered

- Air Freight / Ocean Freight
- Export / Import
- Warehousing / Distribution
- Packing / Crating
- Dangerous Goods Shipments
- Customs Clearance
- Cargo Insurance
- Letter of Credit / Banking Document Preparation
- Consular Legalization of Export Documentation

When Highland Forwarding was tasked with delivering a compressor from New York to Santiago, Chile, the ocean vessel developed engine trouble and got delayed by two weeks. The compressor was to be displayed at a trade show, and had to be delivered on time. "We figured out how to get the cargo off the boat during a stop in Panama, put it on a plane, and flew it to Chile," says Radek Maly, president. "The hardest part was managing the customs procedures in Panama. Most freight providers would have told the client that it just could not be done, but we made it happen."

Ask any cargo delivery company what the most challenging industrialized country to do business in is, and the answer will likely be Russia. Theft of shipments is common. Tracking standards are nonexistent. Inland highway transportation is very limited. So, when over \$25 million worth of heavy mining equipment had to be shipped to the Kuzbas coal region in Siberia – 5,000 miles from the nearest seaport – the American supplier trusted Highland Forwarding to get it done.

"Different components were coming from 25 countries, in a total of over 100 separate shipments, containers and oversize loads, over the course of 12 months," says Maly. "We coordinated all ship, rail and truck transportation, and provided daily tracking of every item for our client – even pinpointing an exact rail car on a train in the middle of Siberia. Everything arrived on time and intact."



**HF** **HIGHLAND®**  
**FORWARDING** *We Take Care of You™*