



*Expertise that Delivers.*

## West Corporation Customer Story David Hybner

Known as the world's leading provider of voice-related solutions, West Corporation combines the skills of call center agents with the latest call center technology to create sophisticated call processing centers. Headquartered in Omaha, Nebraska, West blends human interaction into automated systems through the development of interactive voice technologies, natural language voice recognition, Internet-based services, business-to-business sales, conferencing, receivables management and public safety.

Information technology equipment is shipped to West's headquarters location from around the world. The company utilizes this equipment to design and assemble complex information technology servers customized to clients' unique businesses requirements. David Hybner, Director of Corporate Purchasing for West, explains, "These complex equipment assemblies are then shipped all over the United States from Virginia to the state of Washington, as well as internationally from Singapore to the United Kingdom. Shipping is a big job and having to focus on it takes attention away from our core business."

About four years ago, the Craters & Freighters in Omaha approached West about assisting in the packing and shipping of West's systems. "The Craters & Freighters franchise owners were former employees of West, which initially helped them get into the door, but it is their responsiveness and quality of service that has kept them there. We have grown together," said Hybner.

"Many of our servers cost more than \$400,000. Craters & Freighters comes to our site to pick them up, pack and crate them, track their travels and take care of things at the other end. When our clients see a Craters & Freighters box arrive at their site, they see the quality packaging and attention to detail that they would expect from us," explains Hybner.

"Craters & Freighters offer alternative solutions and recommendations on the most economical ways to ship things," adds Hybner. "We ship refurbished monitors worth about \$150. By thinking 'outside the box', Craters & Freighters found a way to repackage the monitors to make it more economical to ship them to customers."

Hybner summarizes West's experience with Craters & Freighters by saying, "Craters & Freighters fill an important niche by providing unique services from their materials to packing to shipping. They can do it all. They have all the pieces of the puzzle."

To learn more about Craters & Freighters services and franchise opportunities, please visit [www.cratersandfreighters.com](http://www.cratersandfreighters.com) or call 303.399.8190.