**Company Overview:**

1. Can you provide an overview of your company ColliCare, including its history, mission, and core values?

Collicare Logistics is from the beginning an Norwegian company, started 2007. Ca 10 years ago Collcare started in Sweden. More info about the history you can find here : <https://www.collicare.com/about-us/our-history>

Right now we have 4 offices in Sweden and offices around the world in Denmark, China, Turkey, Italy, Netherlands, the Baltics and more.

Our mission is to “work smarter” with the core values “ Humor, Reliability, respect and smartness.

**Geographical Presence:**

1. What geographical regions does ColliCare operate in, and how extensive is your network?

AS I wrote above, we have 4 offices in Sweden, Gothenburg is the biggest, we also have a number of officies in Norway, Denmark, Italy, Turkey, China, Poland, Finlads, India, Baltics and a new office in the UK.

**Service Offerings:**

1. What specific logistics services does ColliCare offer to its clients? Are there any unique or specialized services that set ColliCare apart from other 3PL providers?

We offer them all, Road, domestic and around Eurupe, freight, Air and sea freight, Rail, distribution, warehouse services.

Collicare has just started the third company train between Italy and Sweden, two trains from Cremona in Italy to Skaraborg in Sweden and reversed. 1 train from Italy to Norway (one way) every week.

In my opinion we can offer a wide range of services, as the “big” 3PL companies, but with the small company service, like better personalized service, better contact with Collicare and a smart way of working and thinking outside the box.

1. Can you share examples of challenges your clients typically face, and how ColliCare addresses these challenges through your services?

I work at the rail department, and as we all know, trains have a habit of being late. We are always on top of finding solutions to the challenges we face. And always inform our customers about the challenges we have.

1. How does ColliCare leverage technology and innovation to enhance logistics and supply chain efficiency?

As we are a company spread out over the world, I don’t have all the info about what is happening. But I know that last year build a new warehouse in Norway that is using an automatic warehouse solution.

Think you can find some more information about this on our company site.

**Customer Base:**

1. While maintaining confidentiality, can you provide insights into the types of industries or sectors that are part of ColliCare's customer base?

We have everything, from food, interior, waste, building material is just a few of goods we handle.

**Customer Relationships:**

1. How does ColliCare approach building and maintaining strong relationships with your clients?

We have a strong relationship with our customers, trying to have a daily or weekly contact with them, working as transparent as possible to make sure that we have the best relationship as possible with our customers.

1. Can you share a success story or case study where ColliCare's logistics solutions significantly benefited a client?

I only have rail stories so bare with me.

We had a customer that needed to have goods to Italy as soon as possible, around 7 trucks in one week. As the train has really good lead times, about 2 days from Sweden to Italy, we managed to send down all trucks within a week. Collection and delivery.

**Supply Chain Integration:**

1. How does ColliCare contribute to supply chain optimization for your clients? What strategies or technologies do you employ to enhance efficiency?

We are always trying to optimize our trucks and wagons so we have full trucks and wagons = better for the environment and better for the economy.

1. In your view, how critical is collaboration between ColliCare and its clients in achieving supply chain excellence?

We have both customers that is a buying company of the transport and customers that are transport companies that we sell and buy capacity and goods from. This is a really important thing, that we in the business can help each other to complete the mission of delivering goods.

**Technology and Innovation:**

1. What role does technology play in ColliCare’s operations?

Don’t really understand this question, but we are always trying to find new ways to improve how we work with our systems. New technologies for example trucks and so on is at the moment just in the thinking stage. Last year we invested in new trucks provided on gas.

1. How does ColliCare integrate technology, such as data analytics or warehouse management systems, to provide real-time visibility and control to clients?

This is something that we have implemented more in Norway, starting to do it in Sweden slowly. We have a database that is connected to our planning system. The customer can log on and se ETA for a specific shipment. Our terminals are using a scan to scan in and out every colli/pallet and it will be updated in our system and with that also updated in the customers database.

1. How is ColliCare adapting to emerging technologies like IoT, AI, or blockchain in the logistics industry?

We have, what I know, not been doing anything like that at the moment, but maybe there is some one in the company that work with this.

**Flexibility and Adaptability:**

1. How does ColliCare approach flexibility in adapting to changes in client demands or market conditions?

As I wrote before, we have a tight contact with our customers and if there is any deviations we are finding a new solution with the customer to make it as good as possible.

1. Can you share an example of a situation where ColliCare demonstrated flexibility to accommodate a client's evolving logistics needs?
2. In what ways does ColliCare ensure that its logistics solutions are adaptable to the dynamic nature of the supply chain?

AS before, I work with rail. Once the train is loaded and on the railway we cant do much to change anything until it arrives at the terminal. Bus as for everything, we are always trying to do the best to solve the situation if something happens.

**Challenges and Resilience:**

1. What are some common challenges that ColliCare encounters in the logistics industry, and how do you address or mitigate these challenges?

Depending on what kind of transportation, truck or rail there is different challenges, bad weather is one common thing. Some things can’t be handled more that information flow with customers. Late arrival when loading or unloading is the same, as long as you inform and keep informing the customer.

1. How does ColliCare collaborate with clients to identify and navigate potential challenges in their supply chains?

Again, communication is the key. If we have a customer that is unhappy with something we work together to find a way.

1. How does ColliCare ensure the resilience of its logistics operations, especially in the face of global uncertainties?

We are always trying to be updated on what is happening in the world. At the moment our sea department are struggling with the sea freight. Late and longer transit times, reroutes on the seaway.

1. Can you provide an instance where ColliCare faced a significant logistical challenge and successfully overcame it? What was the key to resolving the issue?

**Sustainability Practices:**

1. Given the increasing emphasis on sustainability, how does ColliCare incorporate eco-friendly practices into its logistics operations?

As writer before, we have invested in more company trains, this means 1 train can take circa 40 trucks of the roads from Italy to Sweden. Reducing the emissions with circa a 83% for every train. We have also invested in Gas trucks.

1. Are there specific initiatives or measures in place to reduce the environmental impact of ColliCare's logistics activities?

More gas trucks for Scandinavian traffic, more railway services and more sea freight. Optimizing the road freight as much as possible.

**Future Outlook:**

1. From ColliCare's perspective, what are the current global trends shaping the logistics industry, and how is the company preparing for future challenges?

Companies are working more with the environment and the impact they have. More interest in emission reports.

Collicare as I wrote before have invested in rail freight and gas trucks the last 2 years.

1. How do you envision the role of ColliCare evolving in the next 5-10 years, considering industry trends, technologies, and advancements?

Hopefully we have more environment friendly trucks on our roads, better use of the railways we have in Scandinavia so we can minimize the trucks on our roads.