

# Success Story: Million Star Services Pte Ltd

# HAULIO



## MILLION STAR SERVICES PTE LTD

Using Haulio since

# Aug 2019

### Top 3 Things I Love about Haulio



#### Intuitive Platform

Haulio's cloud-based platform is very easy to use.



#### Fast Acceptance

Jobs posted on the Haulio platform are quickly accepted, giving us peace of mind.



#### Easy Visibility

My booking statuses and job details are all transparent and easily accessible in one place.

#### ABOUT MILLION STAR SERVICES

Million Star Services is a young and dynamic freight forwarding company incorporated in 2009.

Emphasizing on time, fulfilment, with a high dedication to deliver reliability and quality, Haulio is proud to support Million Star Services in fulfilling their trucking needs.

***Together,  
We Cargo Faster***

### Rating of Haulio

# 10/10

*"Haulio is better able to support my requirements, while providing transparency, prompt and excellent services."*

“ When we first tried Haulio, we were pleasantly surprised that it was very transparent and easy to use. ”

- Ms Karen Cheng (Million Star Services Pte Ltd)

## EXPERIENCE WITH HAULIO

### What is your role at Million Star Services, and what is your engagement with Haulio like?

Working in a small company, I take on multiple roles. Currently, I manage the sales and operations at Million Star Services, which focuses on the niche market of hospital supply chains. As such, I work very closely with the Haulio team to fulfil my customers' trucking needs which can be very time sensitive.

### How did you get to know Haulio, and how often do you engage us?

We got to know Haulio through an industry event, though we did not immediately start using them. It was only when we met some challenges with our existing haulier that we decided to give Haulio a try. It was surprising to find that there was such an **easy-to-use and transparent system** to book trucking services. We have never looked back since.

### How are things different since you used Haulio?

Previously, we would contact our hauliers through email or messages. However, we would often encounter problems locating the driver and container, especially in situations when we need the container information as soon as possible.

Conversely, Haulio was better able to support our requests. The **platform is very transparent** – our bookings and documents are all consolidated in one place, allowing us to retrieve information or get updates easily.

The Haulio operations team is also great. Due to the niche market we are in, we deal with a lot of critical goods. The Haulio team monitors our bookings closely, instead of only communicating with us when issues arise, giving us peace of mind. As a result, we are very pleased with their service so far.

### Would you recommend Haulio to others?

Yes, definitely. The team is open to feedback and is **constantly improving their service and platform**. We have stayed on with Haulio due to their great service and prompt support, and will continue to do so.

## Let's talk.

At Haulio, we place our partners at the heart of what we do.  
Talk to us to find out more! *Together, We Cargo Faster.*

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**HAULIO**