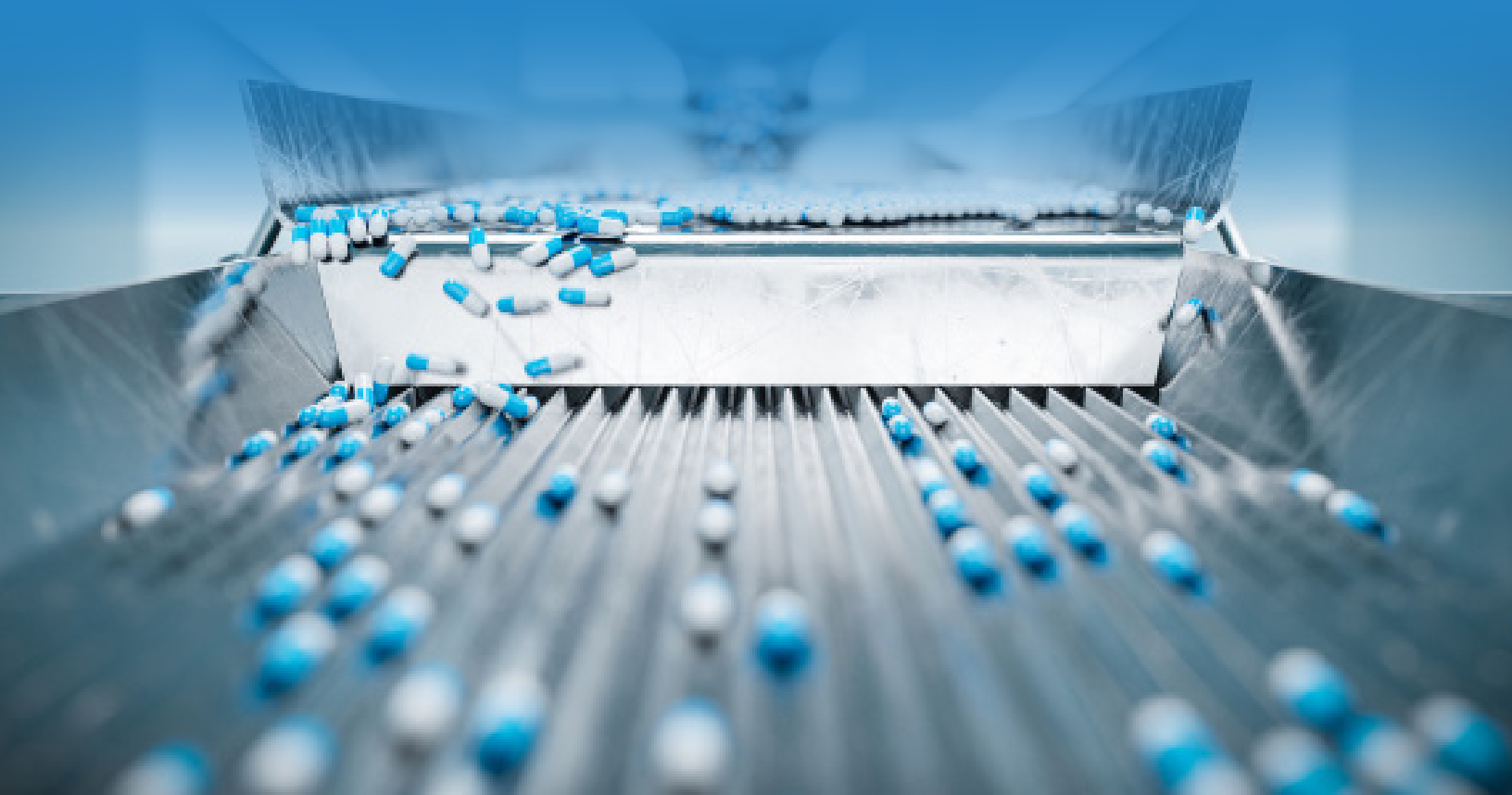
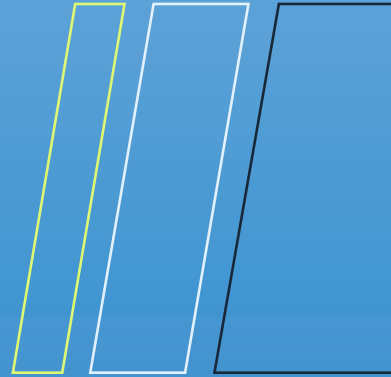


CASE STUDY // HI-TECH PHARMACEUTICALS

Transforming Pharmaceutical and Supplement Shipping Through Strategic Partnership

How GlobalTranz became an extension of Hi-Tech Pharmaceuticals, helping support manufacturing consistency, compliance and freight operations.



Hi-Tech Pharmaceuticals Overview

Founded in 1997, Hi-Tech Pharmaceuticals manufactures dietary supplements and provides contract manufacturing services for companies whose products appear on shelves at retailers like GNC, Vitamin Shoppe, Walmart and major grocery chains. For Michelle Harris, the company's logistics manager, managing that kind of operation means coordinating constant inbound raw material shipments, outbound retail freight and time-sensitive manufacturing schedules every day.

According to Harris, [freight shipping](#) is not a background function. It directly impacts whether manufacturing lines continue running, retail appointments are met and products make it onto shelves on time.

"We do a lot of freight," Harris said. "I've actually joked with our owner and said, 'Can you just start your own fleet of Hi-Tech freight trucks so we don't have to worry about anything?'"

As Hi-Tech Pharmaceuticals continued growing, Harris and her team needed more than a transportation provider. They needed a dedicated logistics partner capable of supporting supplement manufacturing logistics with consistency, communication and proactive problem-solving.

That search eventually led Hi-Tech Pharmaceuticals to GlobalTranz.



INDUSTRY

Pharmaceutical and dietary supplements

SHIPPING SOLUTIONS

Less-than-truckload (LTL) and truckload (TL) freight services, inbound and outbound freight management

CUSTOMER SINCE

2020





How GlobalTranz Became an Extension of Hi-Tech Pharmaceuticals

Before [partnering with GlobalTranz](#), Hi-Tech Pharmaceuticals struggled with frequent turnover from previous freight providers, forcing Harris and her team to repeatedly onboard new representatives unfamiliar with the company's fast-moving manufacturing environment.

Ironically, GlobalTranz's relationship with Hi-Tech Pharmaceuticals began before the company was ever a customer.

After a freight provider mistakenly switched shipment tracking numbers, a Hi-Tech Pharmaceuticals pallet was delivered to an existing GlobalTranz customer. While helping resolve the issue for their customer, one of our freight agents discovered Hi-Tech Pharmaceuticals was also struggling to recover the shipment through its provider.

Although Hi-Tech Pharmaceuticals was not yet a customer, our agent stepped in to help reroute the shipment to the correct destination. That initiative immediately stood out to Harris and Hi-Tech Pharmaceuticals.

CHALLENGE 1

Lack of Stability and Consistent Logistics Support



Shipper Challenge

Before GlobalTranz, Hi-Tech Pharmaceuticals struggled with constant turnover from previous logistics providers. New representatives frequently rotated onto the account, forcing Harris and her team to repeatedly explain freight requirements, manufacturing timelines and operational expectations. The lack of continuity created frustration and made it difficult to maintain reliable, relationship-driven logistics support.



GlobalTranz Solution

GlobalTranz provided Hi-Tech Pharmaceuticals with a dedicated support team led by a freight agent, creating immediate operational consistency and accountability. Instead of starting over with new contacts, Harris worked with a team that quickly understood the company's freight operations, proactively managed shipments and operated as an extension of the business rather than a transactional freight provider.

"It was a very easy transition, there were no hiccups. The expectations were already there without me having to sit there and explain everything. It would be hard to fill GlobalTranz's shoes because they are willing to go the extra mile to keep us moving."

Michelle Harris
Office Manager and Raw Material Coordinator, Hi-Tech Pharmaceuticals

CHALLENGE 2

Managing Complex, Time-Sensitive Freight Operations

**Shipper Challenge**

Hi-Tech Pharmaceuticals manages large volumes of inbound raw materials and outbound retail freight daily across multiple warehouses and manufacturing operations. Delays, missed appointments or shipment visibility issues can disrupt production schedules, impact retailer requirements and create additional operational pressure for internal teams managing high-value, time-sensitive freight.

**GlobalTranz Solution**

GlobalTranz centralized freight coordination for Hi-Tech Pharmaceuticals — providing proactive shipment monitoring, communication and issue resolution across inbound and outbound operations. By maintaining close visibility into freight activity and responding quickly when issues arose, the GlobalTranz team helped reduce operational stress while improving confidence in shipment execution and day-to-day manufacturing support.

"I don't have time to babysit a half-million-dollar shipment, I know my support team is on it. They know the importance of our shipments and always have a finger on the pulse."

Michelle Harris
Office Manager and Raw Material Coordinator, Hi-Tech Pharmaceuticals

CHALLENGE 3

Navigating Retail Compliance and FDA-Regulated Freight Requirements

**Shipper Challenge**

Shipping dietary supplements into major retail and distribution channels requires strict compliance with delivery appointments, trailer cleanliness standards and retailer routing requirements. Hi-Tech Pharmaceuticals also operates in an FDA-regulated environment where cross-contamination concerns and missed delivery windows can negatively impact customer relationships, shelf space and overall shipment reliability.

**GlobalTranz Solution**

GlobalTranz helps Hi-Tech Pharmaceuticals manage compliance-driven freight requirements through proactive shipment coordination, carrier oversight and appointment management. The team works closely with carriers to ensure trailers meet cleanliness expectations while helping shipments arrive on time and according to retailer requirements across sensitive supplement shipping operations.

"All of those shipments are very particular, you can't be early. You can't be late. If your shelf space is empty, they're just going to go ahead and fill it with somebody else's product. GlobalTranz helps make sure everything gets where it needs to be when it needs to be there."

Michelle Harris
Office Manager and Raw Material Coordinator, Hi-Tech Pharmaceuticals

Key Results

- Improved freight consistency and communication
- Streamlined inbound and outbound freight management
- Reduced operational burden on internal teams
- Supported uninterrupted manufacturing operations
- Maintained compliance across regulated freight shipments
- Successfully scaled freight operations during periods of rapid growth
- Built a long-term logistics partnership grounded in reliability and trust

Building the Future Together

As Hi-Tech Pharmaceuticals continues growing its manufacturing operations, freight volume and supply chain complexity are expected to grow alongside the business. For Harris, having a logistics partner that understands the company's operations and priorities will remain critical moving forward.

Rather than operating as just another freight provider, GlobalTranz continues functioning as an extension of the Hi-Tech Pharmaceuticals team — helping support manufacturing consistency, retail execution and long-term growth.

"I hope Hi-Tech grows to be a bigger company and we have more freight. GlobalTranz would be part of our growth."

Michelle Harris

Office Manager and Raw Material Coordinator, Hi-Tech Pharmaceuticals



Ready to simplify supplement manufacturing logistics?

From inbound raw materials to retail delivery appointments, supplement manufacturers depend on reliable freight execution to keep operations moving. [GlobalTranz helps simplify](#) complex manufacturing logistics through proactive communication, dependable service and scalable freight solutions built around long-term partnership and operational consistency.

Looking for a logistics partner that operates as an extension of your manufacturing business?

Contact GlobalTranz today

