

CASE STUDY

Partnership unlocks strategic growth

Caliber defined its must-have criteria and began the search for a TMS, identifying one provider that met every requirement and stood out from the rest.



Snapshot

Company

Caliber.global

Industry

Fifth-Party Logistics (5PL)

Solution

Transportation Management System (TMS)

Background

Caliber.global (Caliber) has grown to deliver far more than transport and purchase order management. Today, the company delivers end-to-end supply chain solutions for large-scale construction and capital projects worldwide, ensuring predictability and control from source to site.

Founded in 2004 with a unique combination of logistics expertise and project management DNA, Caliber has consistently expanded its services. In 2015, the company launched Tract®, its proprietary Supply Chain Collaboration Platform. Tract® provides real-time visibility, coordination and data-driven decision support between manufacturers, suppliers, carriers and project sites.

Once reliant on third-party systems to execute shipment bookings and movements, Caliber has since integrated advanced planning, transportation management, materials

coordination and analytics capabilities into Tract®. This shift has turned the visibility platform into a central hub that orchestrates complex supply chains, enabling global customers to reduce delays, mitigate risks and deliver projects on time and within budget.

The challenge

Like many companies, Caliber questioned whether an off-the-shelf Transportation Management System (TMS) could truly address its current needs, accommodate future scenarios and deliver a desirable return on investment (ROI). As a freight tech company with in-house development capabilities, the team faced a key decision: build or buy.

“It was critical that we consider all our options and evaluate if we were equipped to build a new platform that we could in-return offer to our customer base,” said Jeroen Scholten, Caliber CEO. “We started asking ourselves if we wanted bolt on to this TMS functionality ourselves to the existing supply chain collaboration platform? Do we want our development team working on this build? We reasoned quickly that whether it’s a transportation management or warehouse

Enhanced
visibility and
efficiency

Seamless
integration

Optimized
logistics
operations

infios

Caliber.global®



management system, we don't want to be in the business of developing that software. Our operational supply chain collaboration platform system is already an open platform with the ability to connect with external systems like a TMS and WMS via interfaces. Any new build activity would take focus away from optimizing our existing platform."

With the 'buy' decision made, Caliber defined the criteria for a TMS product:

- **Multimodal booking:** with Caliber acting as a managed services provider, it is imperative to offer the appropriate mode for each shipment, precluding reliance on a single-mode TMS.
- **Dynamic route optimization:** to fully optimize shipments, Caliber required dynamic routing that adapts in real time to traffic delays, loading issues, added stops, returns and more—avoiding wasted time and reducing empty miles.
- **International compatibility:** Caliber holds an office and books freight for shippers on almost every continent. They needed a system that could navigate changing tariff policies, languages and currencies.
- **User-friendly and adaptable:** Caliber supports manufacturers, suppliers, carriers and the end receivers. The system needed to be easy for users to learn, implement and use. In addition, it required integration capabilities to share documents and data both internally with Caliber's system and externally to a carrier's or freight forwarder's system.

The solution

As Caliber evaluated TMS providers against a growing list of requirements, the pool quickly narrowed. "Needing a truly multimodal solution, a fairly large portion of providers dropped out," said Scholten. "Having to pull data or train employees in different systems was considered a no-go.

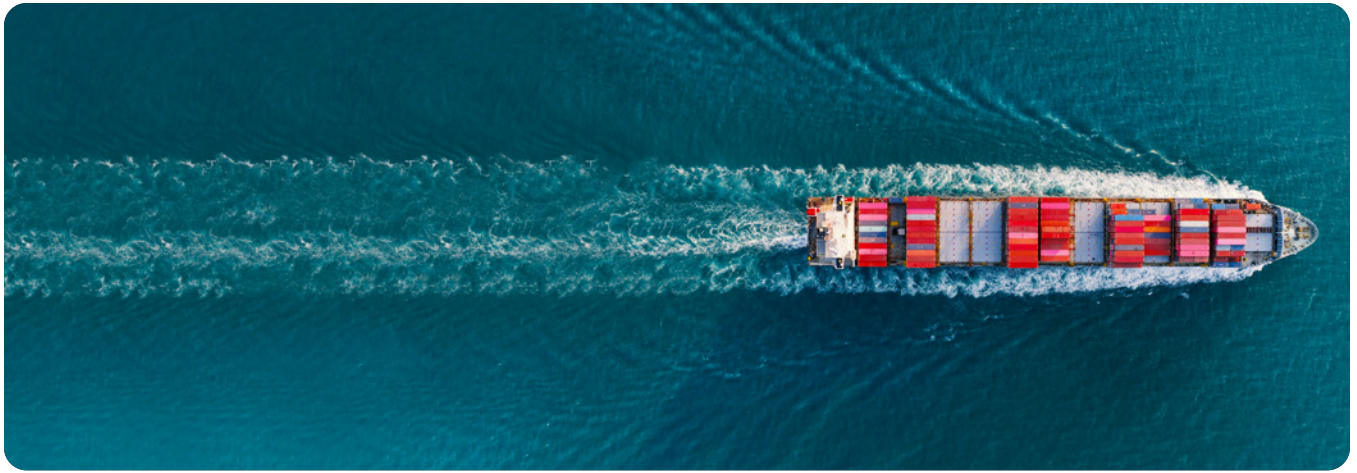
We didn't want to use different platforms between air, sea and road shipments, let alone between different offices. We needed that central data gathering point to power our supply chain collaboration platform coupled with strong international capabilities and multimodal functionality to drive success across the oceans. From that criteria list alone; we were already on this trajectory of looking at a limited set of providers."

Demos proved to be another make-or-break moment. Most providers could talk about value—few could prove it. "As we were on these demos, we started to ask ourselves those critical partnership questions again," said Scholten. "Are we getting the feeling that what they're saying matches on paper? Is the product shown how it looks in real life? Are they able to showcase that their integration capabilities meet our needs? How are their teams responding? How willing are they to support our requests and our questions? Does the price level justify the business job?"

"I can safely say that we had a project team involved and unanimously, we decided to go with Infios in the end," said Scholten.

"Infios was the only one that demonstrated strong capabilities across every category—and proved it in the demos," said Jeroen Scholten, CEO. Infios TMS checked all the boxes for Caliber, such as multimodal, dynamic route optimization, user-friendliness, adaptability and international capabilities. "Our Tract® operational supply chain collaboration platform is an advanced system that needs to be fed with a lot of data to provide updates and statuses on purchase orders, shipments, sales orders, inventories and deliveries. And this is exactly what Infios is helping us to do," Scholten added.

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The results

A significant volume of data flows seamlessly between systems—covering milestones, documents and financial information. With access to the supply chain collaboration platform, Caliber customers gain full visibility into supply chain progress, with a single point of reference for real-time shipment status updates.

Spot rating is a commonly used method in the construction materials logistics industry, and the Freight Rate Index provides an added benefit by allowing teams to compare average rates for all routes. Historical shipment analytics, combined with route and execution optimization for rollouts, leverage Infios's distinctive automated route optimization—delivering capabilities unmatched in the industry. “Together, Infios really delivered on the total package for our staff, customers, carriers and the end-receivers by seamlessly integrating with our existing technology stack.”

- **Enhanced visibility and efficiency:** through the integration, real-time data—covering shipment statuses, documents and financials—is shared, giving customers complete visibility into the supply chain from a single platform.
- **Seamless integration:** Caliber.global successfully integrated Infios TMS into its Tract® supply chain collaboration platform, enabling centralized management of shipments across all modalities, countries and systems.
- **Optimized logistics operations:** Features like dynamic route optimization, multimodal booking and international compatibility helped Caliber reduce empty miles, manage spot rates and improve execution for global logistics rollouts.
- **Strategic partnership:** Caliber became a certified reseller of Infios TMS and can now sell 5PL services and recommend good ways to use the system worldwide.



“Now, Caliber is very well positioned to conduct 5PL services for customers worldwide and resell the Infios TMS with attractive cost and implementation options.”

Jeroen Scholten
CEO, Caliber.global

The future

Caliber maintains a deep, enduring partnership with Infios's Smart Transportation platform. Through the years, the company has garnered such familiarity with the system that it is now a certified reseller and implementation partner.

This partnership is designed to be a long-term solution. Through the integration of Infios's technology with Caliber's Tract® Supply Chain Collaboration Platform, Caliber ensures customers receive the best transportation management capabilities for the future. Today, as a 5PL service provider, Caliber leverages Infios as part of a comprehensive system to manage all supply chain activities. Infios powers them to book and select the best carriers, manage invoices, audit, plan based on data and continuously refine our performance to drive down risk.

This long-term partnership enables Caliber to deliver to global customers a seamless, scalable and future-ready supply chain service that keeps complex projects moving predictably and efficiently, no matter where in the world they are executed.

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