



Case: OTTO GOURMET

OTTO GOURMET was founded in 2005 by the brothers Michael, Stephan and Wolfgang Otto to provide high-quality meat products to customers in Germany.

From a family business begun in a garage, OTTO GOURMET has grown to become a leading supplier in the online meat trade, delivering to over 100,000 private customers as well as restaurants and food retailers. Its philosophy: 'Enjoyment with a clear conscience. Guaranteed!'



DIE Marke für
**GUTES
FLEISCH**





Challenges:

As a premium supplier of meat products, OTTO GOURMET must provide its customers not only with products of the highest quality, but with superlative service as well. Especially in the food sector, fast, on-time and reliable delivery is essential. The delivery services here must be as outstanding as the products themselves in order to meet the expectations of the customers – in particular with regard to freshness and the safe transport of sensitive goods.

The solution – partnership with GO!

To satisfy these high demands, OTTO GOURMET chose GO! as a shipping partner it could depend on. Its close collaboration with GO! and personal contact with the Aachen station guarantee fast, secure and reliable delivery – both nationally and internationally. For OTTO GOURMET, flexible express shipping and delivery before 9 a.m. as well as in the afternoon are decisive factors in fulfilling the company's claim to premium quality vis-à-vis its customers.



The impact:

Its partnership with GO! enabled OTTO GOURMET to reduce its complaint rate for deliveries to nearly zero. The high dependability and on-time delivery that GO! provide – even in remote areas – strengthen customers' trust in OTTO GOURMET. This reliability has not only convinced existing customers but has also led to the acquisition of new ones. The safe delivery of sensitive food products has proven to be a valuable unique selling point in this sector.

Services in detail:

- express delivery within Germany and internationally
- flexible delivery times, including before 9 a.m. and in the afternoon
- solutions for niche products and international shipping models



The greatest advantage of GO! for OTTO GOURMET:

Working with GO! allows OTTO GOURMET to ensure that its customers receive delivery reliably and with the highest level of service. This smooth, reliable shipping underscores OTTO GOURMET's premium image and strengthens its customers' enduring trust.

Conclusion:

For OTTO GOURMET, GO! is more than a logistics service provider – it is a valuable partner that contributes to fulfilling the brand's high standards. The combination of personal service, flexibility and absolute reliability makes GO! the ideal partner for meeting OTTO GOURMET's premium demand in all aspects of its business.

About GO! Express & Logistics

GO! Express & Logistics is Europe's largest independent express and courier service provider. The global partner network was founded in 1984 and currently comprises over 100 GO! stations in Europe. Approximately 1.400 employees and 1.700 drivers and couriers work hard every day to transport over 10 million consignments per year.

Under the motto „beyond limits“, GO! offers a comprehensive portfolio of logistics solutions ranging from regional courier transportation and global express shipping of goods, documents and extremely time-critical consignments to sensitive shipments or complex customer requirements. Its services also include tailored supply chain solutions and extensive value-added services 365 days a year and around the clock.