

CASE STUDY ▶ TITAN FARMS

Delivering Freshness at Scale With Refrigerated Freight Solutions

Learn how Titan Farms optimized refrigerated freight to ship fresh produce nationwide with JEAR Logistics.



INDUSTRY

Fruit and vegetable grower. Largest peach producer on the East Coast.

SHIPPING SOLUTIONS

Refrigerated freight shipping

CUSTOMER SINCE

Over 10 years

Titan Farms is a family-owned grower and shipper based in South Carolina and the largest peach producer on the East Coast.

During peak season, Titan Farms moves high volumes of fresh, refrigerated produce directly from the farm to major retail partners across the country. Timing, temperature control and reliability aren't optional. In fact, they are essential to protecting product freshness, customer relationships and brand reputation.

As Titan Farms continued to grow, managing complex refrigerated freight across multiple lanes, customers and peak seasons became increasingly difficult. To maintain consistency while shipping produce at scale and eliminate daily logistics obstacles, Titan Farms needed more than transportation — they needed a true shipping partner. That search ultimately led them to **JEAR Logistics**, a third-party logistics (3PL) provider that excels at fully integrated logistics solutions.




CHALLENGE 1

Shipping Produce Seamlessly Without Disruption



Shipper Challenge

Titan Farms relied on a fragmented carrier network and constant rate shopping during peak season. Managing dozens of carriers, pricing pressure and last-minute changes created daily disruptions and pulled account managers away from their core responsibilities. The lack of a centralized, vetted refrigerated carrier network made consistency difficult and increased operational strain.



JEAR Logistics Solution

JEAR Logistics tapped into its vetted network of reliable refrigerated freight carriers to provide logistics solutions tailored to the grower's lanes and seasonal demands. Acting as a single point of contact, JEAR eliminated constant rate shopping, reduced internal distractions and delivered consistent refrigerated freight execution, allowing Titan's team to focus on customers and sales instead of trucking.

"It was very tedious and became a big distraction for account managers to have to handle the logistics side of the business. With JEAR, it's really a one-stop shop. We don't have to handle the shipping challenges anymore. They handle those for us."

– Jessica Williams, Sales & Marketing Manager at Titan Farms

CHALLENGE 2

Unexpected Loss of Logistics Coordinator Role



Shipper Challenge

Titan Farms faced a critical turning point when their on-site logistics coordinator unexpectedly left just weeks before the start of peach season. With limited time, the team needed an immediate logistics solution to manage high-volume, time-sensitive refrigerated freight without risking missed shipments or lost sales across their nationwide produce network.



JEAR Logistics Solution

JEAR Logistics stepped in immediately, placing a team member locally while assuming full responsibility for Titan Farms' logistics operation. Leveraging deep **refrigerated freight expertise** and embedded onsite support, JEAR quickly stabilized shipping, adapted to Titan's systems and effectively became the grower's logistics department during peak season.

CHALLENGE 3

Freight Claims



Shipper Challenge

Freight claims were a recurring pain point for Titan Farms, particularly with LTL shipments and cross-docking. Damaged product, lost pallets and time-consuming claims processes created added costs, operational headaches and strained customer relationships — all major risks within fresh produce logistics.



JEAR Logistics Solution

JEAR Logistics took full ownership of freight claims management, reducing product damage through better carrier selection and tighter control over refrigerated freight handling. Claims were centralized, processed efficiently and resolved without Titan Farms having to chase carriers or absorb unnecessary losses.

“The difference after transitioning to JEAR has been substantial. And one thing JEAR doesn’t say is, ‘That’s not our problem.’ They take responsibility and handle it. That has been a game changer.”

– Jessica Williams, Sales & Marketing Manager at Titan Farms

CHALLENGE 4

Late Deliveries and Missed Freight Pickups



Shipper Challenge

Missed pickups and late deliveries created uncertainty across Titan Farms' supply chain. When shipping trucks failed to show up on time, the team was forced to scramble for capacity — putting product freshness, delivery commitments and customer satisfaction at risk during refrigerated shipping.



JEAR Logistics Solution

JEAR Logistics prioritized reliability over the lowest possible rate, securing trusted **refrigerated carriers** that consistently picked up and delivered on time. With proactive communication and dependable execution, JEAR eliminated last-minute surprises and gave Titan Farms confidence in every shipment of refrigerated freight.

By embedding on-site at Titan Farms, JEAR Logistics became the grower's de facto logistics department, centralizing refrigerated freight, reducing claims and improving on-time deliveries for shipping produce nationwide.



Key Results

- Stabilized refrigerated freight during peak season
- Reduced freight claims to a minimum
- Improved on-time pickup and delivery
- Eliminated internal logistics bottlenecks



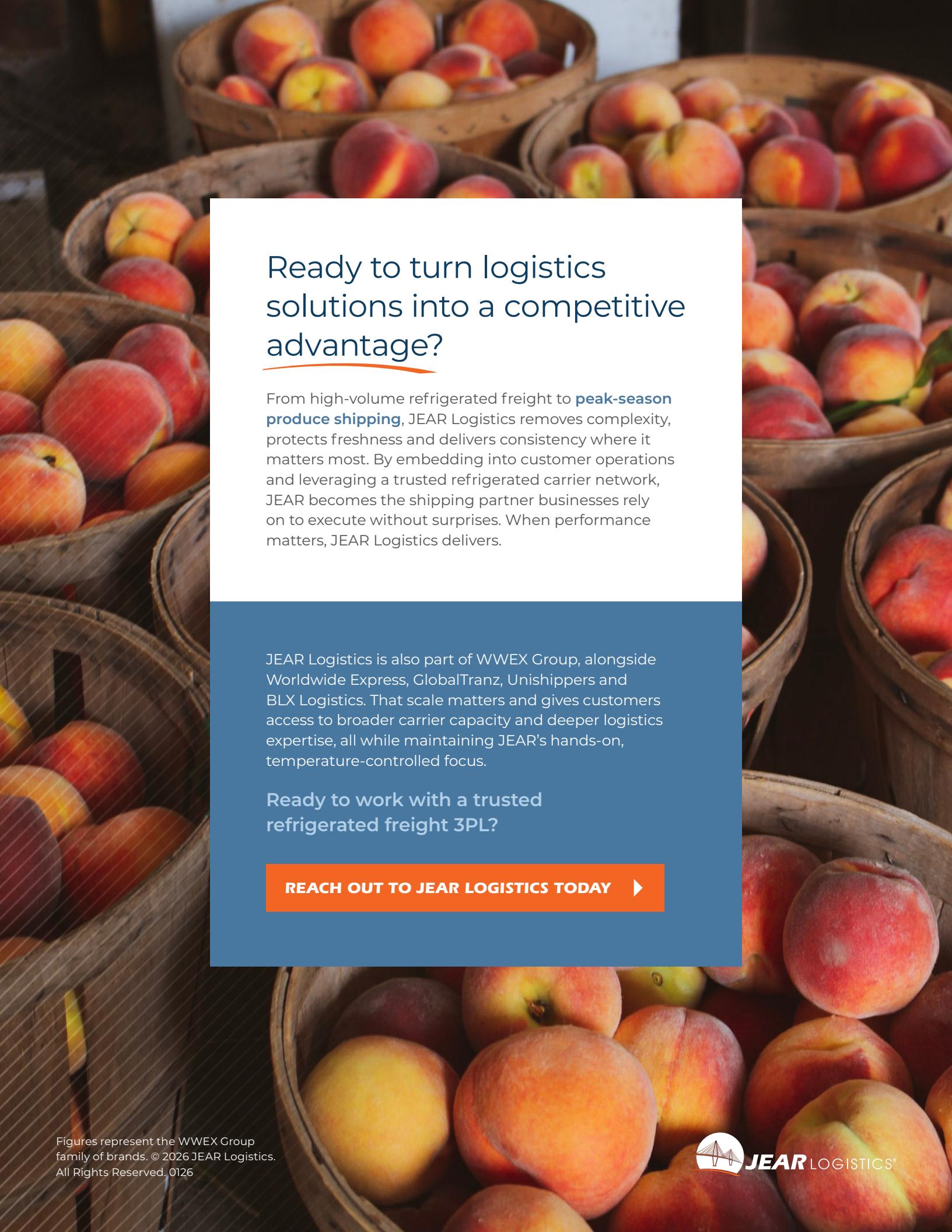
A True Partnership Built for Long-Term Refrigerated Logistics Success

Today, JEAR Logistics operates as a fully integrated extension of Titan Farms' business — embedded on-site, aligned with internal systems and trusted across departments. The partnership has improved on-time performance, reduced freight claims and helped Titan maintain greater control over product freshness and delivery schedules across its fresh produce logistics operation.

“We consider JEAR part of Titan Farms,” Williams said. “If someone asks to speak to our logistics coordinator, we give them JEAR’s contact information.”

With shared data, strategic planning and a commitment to continuous improvement, Titan Farms and JEAR Logistics view the relationship as a long-term collaboration designed to support growth season after season.





Ready to turn logistics solutions into a competitive advantage?

From high-volume refrigerated freight to **peak-season produce shipping**, JEAR Logistics removes complexity, protects freshness and delivers consistency where it matters most. By embedding into customer operations and leveraging a trusted refrigerated carrier network, JEAR becomes the shipping partner businesses rely on to execute without surprises. When performance matters, JEAR Logistics delivers.

JEAR Logistics is also part of WWEX Group, alongside Worldwide Express, GlobalTranz, Unishippers and BLX Logistics. That scale matters and gives customers access to broader carrier capacity and deeper logistics expertise, all while maintaining JEAR's hands-on, temperature-controlled focus.

**Ready to work with a trusted
refrigerated freight 3PL?**

REACH OUT TO JEAR LOGISTICS TODAY ►