



**Global Containers &  
Custom Packaging Inc.**

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*Professional Grade Packaging*





**Global Containers &  
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Professional Grade Packaging 



**Global Containers &  
Custom Packaging  
de Mexico SA de CV**  
Professional Grade Packaging 

## BACKGROUND

*Global Containers & Custom Packaging de Mexico, S.A. de C.V.* and *Global Containers & Custom Packaging, Inc.* (strategically located in both Cd. Juárez, Chin and El Paso, TX, respectively) were founded in 2008 by José Ochoa and Luis Galván. To date, they have quickly become one of the top rated businesses in their field on both sides of the border taking particular pride in their customer service and response time.

## HISTORY

The reason for the coming together of *Global Containers USA* and *Global Containers Mexico* was simply to create an unmatched packaging distribution services company. They strive to provide value and hassle-free solutions to the retail and maquiladora market; solutions that are responsive, nimble and flexible enough for the long haul.

Owners and packaging experts, José Ochoa and Luis Galván, are continuously looking to innovate their processes and adapt to changes in the marketplace to better serve their customers. In 2016, they became members of PDA (Packaging Distributors of America). As the largest and most influential association in North America, PDA was able to further its dominating presence in Alaska, Canada, U.S. and the Caribbean to include Mexico in its distribution business model by the adherence of *Global Containers* to its ranks. With an annual revenue of \$1.8 billion, 100+ certified packaging consultants, more than 22 million square feet in warehousing space, 50+ certified technicians and over 250 trucks, the addition of *Global Containers* made perfect sense. PDA, thus, further asserted its overwhelming success in North America and was instrumental in *Global Containers & Custom Packaging* 's goal of providing their services on an national/international scale while maintaining a hometown attention to detail and service.

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## EXPERIENCE PROFILE

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José Ochoa was born in Chihuahua City, Chihuahua and graduated from the Tecnológico de Chihuahua II with a bachelor in Industrial Engineering. He is currently residing in Sta. Teresa, New Mexico.

Luis Galván was born and raised in Cd. Juárez, Chih and obtained a bachelor of science in IT Systems Engineering from the UACJ, presently living in El Paso, TX.

With a combined total of 20 years' experience between them working for renowned Fortune 100 companies, both José and Luis decided to join forces and take their expertise and experience in cost estimation design, development, project management and labeling processes to create a frustration free packaging solutions company-thus giving life to **Global Containers & Custom Packaging de Mexico, S.A. de C.V.** in 2008.

## THE FUTURE AND YOU ...

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Not satisfied with offering a hassle-free experience in packaging to our clients, we are on a constant quest to find new strategies and to raise the bar on custom packaging.

*Are you ready to become our partner? Together, we can make your packaging frustrations disappear.  
We are certain to provide a hassle-free process for your business.*

*Our friendly, fast and reliable team is ready to provide the solution.*

**Let's Talk!**

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## **ABOUT SERVICE ...**

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Surely frustration is what comes to mind when dealing with purchasing, engineering, customizing and warehousing with most packaging services companies. The bidding process, visits, meeting, phone calls, deadlines and deliveries are a constant, and almost guaranteed, headache. Been there, done that!

Before creating **Global Containers & Custom Packaging**, José Ochoa and Luis Galván worked as packaging engineers for Fortune 100 companies. They dealt with local and regional packaging suppliers for years, where services fell short over 90% of the time. Whether it be difficulty in making and keeping appointments, getting much needed answers, receiving the correct materials, obtaining the right design or respecting delivery dates, both Ochoa and Galván were well aware of the difficulties and challenges the process posed on a daily basis. The bother of dealing with issues in all aspects and at all levels of operations was exhausting. The sales reps, customer service team, designers, shipping team, and, at times, even the accounting department left much to be desired. The results negatively impacted their performance, not to mention the rise in cost this inefficiency produced. Ochoa and Galván were unable to provide packaging solutions to their internal and external clients in time and manner.

This unfortunate experience prompted the founders to identify a need in the market and an opportunity of addressing this need with the creation of a packaging company sure to provide easy, solid and dependable solutions in real time. Having met the need, **Global Containers & Custom Packaging** quickly advanced and word of mouth endorsements played a key role in the company's growth and success.

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## KEY PLAYERS IN SERVICE

The formula for success is no secret, outstanding customer service is the key. This means proving that customers are what comes first and foremost. Open communication lines allow for quickly addressing all issues, big and small. Informing the client of the reception and understanding of any problem is key to nurturing a solid relationship. We strive to make it very easy for our customers to interact with us by providing them with all necessary and available channels of communication.

Our company's internal culture encourages and empowers every member of our team, to become a problem solver and take immediate action in addressing any issue. We never make any assumptions, we make certain all is crystal clear in terms of understanding and expectations on both ends. Empathy is an indispensable component to our success, and in the service industry, it is considered a must. Our team's expertise and continuous training allow us to be empathetic to our customer's needs, thus personalizing the experience.

We are a company that provides solutions, hence we are committed to always be in search for new ideas and products to better serve our clients.

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## FAQ

### what we do?

## PACKAGING SOLUTIONS AND SERVICES

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**Global Containers USA and MEX** has over 12 years' experience in dealing with a wide array of global companies in industrial markets. Our number one priority is our clients' satisfaction and our success depends on it, meaning we will always:

- Diligently explore all possibilities available to find the best solution
- Understand the in-and-outs of each of our clients' process to better serve them
- Provide on-time and just-in time deliveries

## MATERIALS AND CAPABILITIES

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- Because we never make assumptions, we always provide physical samples and/or spec sheets
- Global Containers USA and MEX adheres at all times to supplier code protocol as to ensure the products we provide are safe and meet our clients' expectations.
- Our customers can choose from a wide range of options in terms of materials and customization, from printed corrugated products, to printed polybags and labels, to corrugated displays and printed tapes, among many others.

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## DESIGN AND PACKAGING ENGINEERING

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Resulting from our understanding of the structural and design requirements of packaging to stand up to the unpredictable conditions of the shipping cycle, we help our customers design, develop and implement the best packaging concept for their specific needs at no additional cost.

Our user friendly system allows for the sharing of art work or design concept between teams. Whether in a power point form, adobe acrobat or in a physical sample, we can reproduce or create. We are able to color match your artwork based on pantone codes.

## PRICING

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The packaging industry is so sensitive to price that the smallest difference can quickly turn a seemingly loyal customer into your competitor's latest acquisition. Our infrastructure delivers solid savings by reducing our customer's overall logistic expenses by way of managing and lowering inventory costs, establishing just-in-time delivery, and helping our customers to develop cost saving strategies.

## TIMING

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Our inventory management system benefits our customers by leading them to a more efficient use of production and warehouse floor space. Products are available in time and manner at a snap of your fingers.

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## ORDER PROCESSING

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Our team works closely with each client to develop a smooth entry system for every product of potential ordering need. Our platform and order processing system makes order entry, invoicing and payment reception easy and seamless.

## SHIPPING

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We truly understand the concept of delivery, any and all products must arrive in time and in good shape to its destination. Our delivery infrastructure allows for swift and easy deliveries and returns.

For **Global Containers & Custom Packaging**, the development of our team goes beyond education, skills and expertise for our team members. Our services protocol include working with high quality materials and manufacturers, client preparation for accuracy in execution product damage prevention, waste reduction, team involvement, repeated testing of service levels, benchmarking success and best packaging practices.

## WHAT IS THE INSPIRATION BEHIND GLOBAL CONTAINERS & CUSTOM PACKAGING?

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The frustration we used to experience by interacting with local and regional packaging suppliers during our time working as packaging engineers for the maquiladora industry prompted us to join forces and come up with a solution.

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## WHAT TYPE OF SERVICES DOES GLOBAL CONTAINERS & CUSTOM PACKAGING OFFER?

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Diversification is our middle name and is why we proudly supply all kinds of packaging supplies and additional services.

- Printed and plain corrugated boxes, inserts, assembled kits, labels, tapes and adhesives, cushion foam, stretch film, strapping, craft paper, plastic bags.
- Miscellaneous products  
Cleaning supplies, disposable gloves, paper towels, printer paper, plastic ties, etc.
- Packaging Equipment  
Robotics and ergonomics, material stations, bagging equipment, cold chain technologies, etc.
- Quality inspection through sorting and material certification
- Vendor Managed Inventory (VMI)
- Wood crate services
- Vacuum sealed and tailored packaging

## HOW MANY LOCATIONS DOES GLOBAL CONTAINERS HAVE AVAILABLE?

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We are strategically located on both sides of the US/Mexico border with one location in El Paso, Tx and the other in Cd. Juárez, Chih. However, because we are members of PDA (Packaging Distributors of America), we also are fully equipped to serve clients in Alaska, Canada, the U.S. and the Caribbean.

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## WHAT INDUSTRIES DOES GLOBAL CONTAINERS TYPICALLY SERVE?

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We are fully equipped and currently serve the automotive, e-commerce, government, consumer products, manufacturing, medical, entertainment, technology, construction and metal mechanics industries.

## WHAT IS GLOBAL CONTAINERS COMPETITIVE ADVANTAGE?

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We proudly believe our competitive advantages are based on the following practices:

- Shared proven best practices with packaging leaders nationwide and in other countries
- Multiple and expert eyes  
Our team has a wide range of expertise, understanding, and specialty skills to develop unique solutions
- Partnership mindset  
We believe our clients are our partners, and together we develop and implement profitable ideas for all involved. Because we have our clients' best interest in mind, Global Containers is a trusted advisor to our partners

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