

Team Baltimore

CASE STUDY - EMERGENCY SUPPLIES

TEAM
WORLDWIDE
Global Logistics Solutions

teamww.com
800.527.1168

The right forwarder with the right experience and objectives can handle all aspects for a healthcare company.

Team Baltimore is well prepared when the question comes, "Can you assist in installation?", by their customer. And this usually requires a full team of men to unload, unpack and install. To ensure timely and efficient processing, BWI is also prepared to take care of the scheduling between involved parties. They understand the sensitivity and gravity of this type of move.

CUSTOMER: BD is a global medical technology company that is advancing the world of health by improving medical discovery, diagnostics and the delivery of care. BD leads in patient and health care worker safety and the technologies that enable medical research and clinical laboratories. The company provides innovative solutions that help advance medical research and genomics, enhance the diagnosis of infectious disease and cancer, improve medication management, promote infection prevention, equip surgical and interventional procedures and support the management of diabetes.

The company partners with organizations around the world to address some of the most challenging global health issues. BD has more than 65,000 associates across 50 countries who work in close collaboration with customers and partners to help enhance outcomes, lower health care delivery costs, increase efficiencies, improve health care safety and expand access to health.

NEED: A logistics provider who knows the product he is moving is sensitive, it is valuable, it is life saving. One who can offer and believes in offering and delivering service outside the average freight move that will provide the same exacting details from pickup to delivery to inside for installation processes. One company who could handle not only all of the varied logistics involved, but who is also capable of handling the communications for the account, which could ease the scheduling issues between multiple parties.

SOLUTION: Team Baltimore commits to the full realm of service needed to ensure their customer is taken care of. This entails knowing the client, knowing their needs and their challenges and taking a proactive measure in all

"A pickup or delivery is just not the same in the medical field - it demands a caring provider"

communications. Outside of the logistics requirements for the movement of the freight, additional manpower, scheduling of the move - support of the installations themselves are needed. Pulling together all of the components for a seamless movement/installation with one phone call is made possible by Team Baltimore.



TEAM
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HEALTH & MEDICAL

CASE STUDIES

SAN FRANCISCO

FRESNO

BALTIMORE

Team Worldwide has been active in the field of Health & Medical Logistics since 1985, originating in San Francisco to points across our nation. Today, we are a known global logistics provider for this select industry and cater to its unique needs and challenges.



Team San Francisco

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A caring manufacturer, a caring forwarder and his dependable vendors played a pivotal role in saving lives.

CUSTOMER: Abbott Laboratories is an American health care company with headquarters in Lake Bluff, Illinois, United States. The company was founded by Chicago physician Wallace Calvin Abbott in 1888 to formulate known drugs; it eventually grew to also sell research-based drugs, medical devices, diagnostics, and nutritional products. The company's in-vitro diagnostics business performs immunoassays and blood screening. Its medical tests and diagnostic instrument systems are used worldwide by hospitals, laboratories, blood banks, and physician offices to diagnose and monitor diseases such as HIV, hepatitis, cancer, heart failure and metabolic disorders, as well as assess other indicators of health.

NEED: The client receives an urgent call from a Dallas hospital. They have two young girls involved in a car accident who were in dire need for 2 of a specific device that provides heart support. It was 3:00 AM, and the equipment was large, requiring specialized handling. Time was of the utmost urgency, and would require a race against the clock

to make this happen in time to give the patients a fighting chance. They knew this shipment had to happen and happen quickly and without mishap.

SOLUTION: The owner of the Team San Francisco Branch Office received the call from his customer just slightly after 3:00 AM advising the urgent need from a hospital in Dallas. He made a call to his airline representative who immediately was on-board, realizing the urgency. Team SFO had a long-term relationship with their customer and happened to have two of the machines needed actually on their dock. The shipment was loaded, paperwork was cut and they were on their way to the airport in SFO where a crew leader and a tug were on-hand waiting at the dock door. Equipment was netted down, the airline held the flight for 20 minutes after notifying the passengers. The freight was loaded in the belly of the plane and the shipment was met by an informed crew who had the freight in Team hands in 34 minutes. From the

call @ 3:00 AM PT to the door/delivery @ 11:35 AM PT, 1500 pounds of lifesaving equipment was delivered with an outcome that could not have had a happier ending!

"When the stakes are high, the customer/forwarder relationship is tantamount to success - we have that with Team Worldwide!"



Team Fresno

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When your forwarder "gets" your business and cares about making you look good, the emergency shipments run just like clockwork.

CUSTOMER: Bound Tree Medical is a national distributor of prehospital emergency medical supplies, equipment, and pharmaceuticals for EMS providers, including First Responders, EMTs and Paramedics. From everyday disposable items to extensive capital equipment, they offer thousands of products across all clinical categories. Bound Tree offers valuable services to increase efficiency and accuracy, reduce liability and positively impact their customer's bottom line. Services such as inventory and asset management, online ordering for controlled substances, and emergency disaster support can save time and reduce overall costs.

NEED: Six times a year, Bound Tree Medical has need of a coordinated exclusive move of Fire Department Supplies and Medical Supplies from a central point to various destinations. Coordination is an essential need through the Captain of the local fire department in the destination districts.

SOLUTION: Team Fresno is ready and waiting for the call from their customer with an exclusive use vehicle available for the move. After pickup of the equipment in Visalia, CA which requires palletization, the freight is moved via the exclusive vehicle to ensure the rescue necessities as listed below arrive direct to the destination with no mixed freight nor multiple stops. The products require a delivery window of six to ten hours from pickup to delivery and the target delivery date/time is met on time,

every time. Essential to the success of the move is Team Fresno's constant coordination with the Fire Captain at the delivery point.

"Whenever a medical emergency arises, when our goods HAVE to arrive same day we always rely on Team Worldwide - they have never let us down!"

- ✓ Assorted IVs
- ✓ Respirators
- ✓ Backboards
- ✓ Masks
- ✓ Resuscitators
- ✓ Hoses

