

# SAME DAY DELIVERY



## Managing expedited ordering and the reliable, rapid shipment and delivery of medical devices and spare parts

Medical device manufacturers need rapid delivery of products and spare parts to meet exacting service level agreements and to support 'as-a-service' business models. On-time delivery is essential to avoid device downtime.

### TYPICAL BUSINESS CHALLENGES

- Ensuring compliant, on-time delivery
- Handling different types of order
- Accelerating estimates & pickups
- Delivering direct to installation crews
- Controlling end-to-end processes



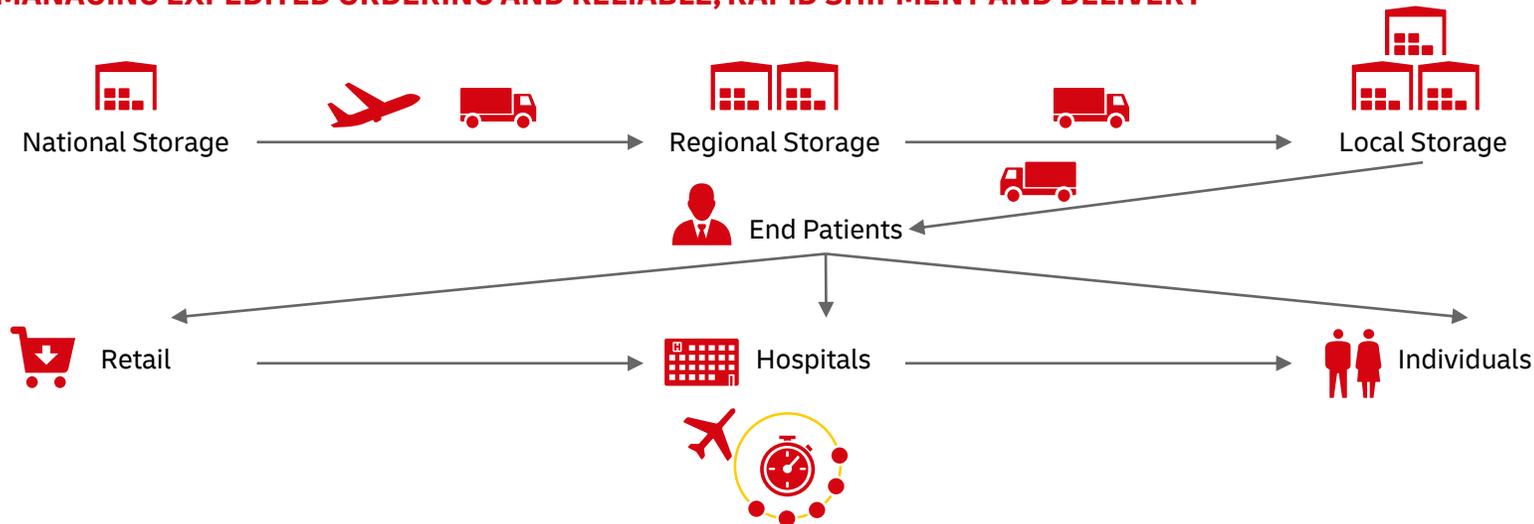
## DHL SOLUTION

This premium, expedited process management solution – DHL Same Day - ensures fast ordering and the immediate international and domestic transportation of mission-critical medical devices and spare parts. It uses specialized couriers and DHL forwarding facilities located in more than 200 countries.

## SOLVING YOUR BUSINESS CHALLENGES

- ✓ **Ensuring compliant, on-time delivery** – Good practice (GxP)-compliant shipping solutions and fast delivery; very high (~99%) on-time delivery performance levels; after hours and on weekends (24/7/365); next-flight-out (NFO), hand-carry, and charter options
- ✓ **Handling different types of order** – Highly configurable; no size or commodity restrictions (includes hazardous materials and other dangerous goods); on-demand packaging solutions; incoterm independent
- ✓ **Accelerating estimates & pickups** – Expedited quotation and pickup within 60-90 minutes of request
- ✓ **Delivering direct to installation crews** – Able to deliver to engineers already deployed inside the hospital or other specified locations; safe handover at the right place and right time
- ✓ **Controlling end-to-end processes** – Comprehensive centralized management and control of all operations and information

## MANAGING EXPEDITED ORDERING AND RELIABLE, RAPID SHIPMENT AND DELIVERY



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### KEY BENEFITS FOR YOUR BUSINESS



#### FLEXIBLE

Meet the challenge of regional variations in SLA

#### PEACE OF MIND

Rely on DHL's process management expertise and medical device experience



#### FAST



Increase speed to market

#### CONTROL

Centralized management with full control

