

# WHITE GLOVE SERVICES



**For the safe and secure movement of high-value or highly sensitive components, products, and prototypes**

Technology companies require specialized transportation and handling services for items such as servers, uninterruptible power supplies, and measuring instruments. This may be for one-off scheduled moves or ongoing multiple end-customer deliveries.

## **TYPICAL BUSINESS CHALLENGES**

- Ensuring highest standards of transportation & handling
- Protecting against theft, damage & loss
- Managing each project end to end
- Achieving end-to-end visibility with proactive notification
- Enabling on-time delivery, site assembly & installation



## DHL SOLUTION

This solution provides specialized transportation and handling – customized in the final mile – for the safe and secure movement of important goods. It can include value-added services such as curbside delivery or room-of-choice delivery as well as on-site assembly and installation.

### SOLVING YOUR BUSINESS CHALLENGES

- ✓ **Ensuring highest standards of transportation & handling** – Compliance with standard operating procedures (SOPs) and practices to manage high-value, sensitive equipment and minimize in-transit and operational risks; temperature/shock control; air-ride trucks
- ✓ **Protecting against theft, damage & loss** – Secure vehicles, terminal facilities, and practices; armed escorts; insurance
- ✓ **Managing each project end to end** – Management responsibility from planning to execution establishes clear accountability; reduces multiple stakeholders and touchpoints
- ✓ **Achieving end-to-end visibility with proactive notification** – Near-real-time visibility and control; 24/7 driver contact; dedicated customer service
- ✓ **Enabling on-time delivery, site assembly & installation** – Time-critical, time-specific delivery; skilled technicians are deployed as needed at end-of-day, overnight, on weekends, and on public holidays

### SAFE, SECURE MOVEMENT OF HIGH-VALUE, HIGHLY SENSITIVE COMPONENTS, PRODUCTS, AND PROTOTYPES



Site Survey



Air, Ocean & Road Freight



Secure Transport



Facility Protection



Moving Equipment



Unpacking

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### KEY BENEFITS FOR YOUR BUSINESS



#### DEDICATED CUSTOMER SERVICE

Regular status updates; proactive notification; rapid problem escalation and mitigation

#### SAFETY & SECURITY

Transportation risk mitigation to minimize damage and avoid theft/hijacking



#### ON TIME

Meet time-critical delivery schedules



#### PEACE OF MIND

Leverage DHL's experience and expertise around the globe

#### VALUE-ADDED SERVICES

Advanced site survey, air-ride trucks, installation, unpacking, trash disposal, and more

