

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



RHL

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

WHITE GLOVE SERVICES



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