

HEALTHCARE

Life Saving Logistics Processes (Tricuspid Heart Valve)

One of our customers, a medical device start-up company headquartered in Paris, France, operating out of Munich, Germany with a vision to bring to the market a heart valve replacement system to help patients suffering from severe heart disease without the need for open-heart surgery, contacted us to receive support for customs export and import operations for a hand carry sensitive shipment from Munich to Toronto.

THE CHALLENGE

One of the larger challenges the customer faced was the lack of customs experience to clear this brand-new product. It is designed specifically to fit the tricuspid valve anatomy and thus supports ease of positioning and functionality. It goes without saying there was an urgent need for the product to perform life-saving surgery.

Another challenge was collecting import licenses specific to the individual patient in Canada. Therefore, the customer required support in obtaining business numbers in Canada to be able to import under the special access program 6 valves to cover for the potential surgeries.

THE SOLUTION

Through a detailed risk assessment, Expeditors checked and re-validated the customs codes as Expeditors didn't only export the valve but also the implantation and loading systems which was a very detailed project. In addition, Expeditors made sure all documents were gathered including serial numbers of every item shipped.

Expeditors then went ahead and re-checked all documentation needed for shipment. This had zero room for error as there is a patient on the end of the line waiting for this crucial life-saving surgery.

Therefore, Expeditors performed daily operational calls before departure with the customer to set all steps and milestones needed to execute flawlessly.

Expeditors also ensured the returns of unused valves back to Munich with a re-import process implemented for the customer.

THE RESULTS

Expeditors made sure the product was collected as per expectations including real-time monitoring. The entire team made sure we executed perfectly, achieving the required transit time and making sure the customs clearance was performed without any delay.

A customized service was organized to hand-deliver the heart valve to the hospital ensuring successful patient outcome at the end of the process.