



DELIVERING A COMPLEX SHIPMENT: MINIMIZING COSTS AND DELAYS THROUGH PROACTIVE CUSTOMER SERVICE

CASE STUDY

New Zealand's largest producer of liquid hydrocarbons and the third largest natural gas producer in the country needed a piece of critical technical equipment moved from Germany to New Zealand. In order to successfully execute this complex shipment, Expeditors provided exceptional customer service by strategically utilizing limited resources and completing various multifaceted tasks.



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OPPORTUNITY

The technical equipment the company needed to move weighed a massive fifty-one tons. There were strict time constraints to meet the replacement time for an offshore production vessel. The customer had to consider the cost of moving the equipment to meet the tight deadline, and the possible down time of the production vessel. Limited options were available to land a large enough aircraft that would accommodate and mobilize the over-dimensional equipment at the destined location. The customer also faced challenges with unloading all the equipment and delivering it to the destination in time to proceed with their operations.

OUR SOLUTION

Utilizing the power of our global network, Expeditors' New Zealand together with the Global Charter and Project Cargo teams in South Pacific, Asia, Europe, and North America, chartered an Antonov 124 Aircraft. The Antonov 124 was the only aircraft in the world capable of uplifting a unit of this weight and providing a suitable schedule for delivery. Using our local knowledge and expertise to coordinate with the customer, further orders were made available with suppliers throughout three other European countries to fully take advantage of the aircraft's capacity and add further value to the customer. Expeditors' European teams coordinated the arrival of the shipment to happen during a tight 48 hour window. All product was loaded with full survey, load and lash reports for the customer's peace of mind and insurance purposes. Expeditors arranged for the aircraft to land on a high security Air Force base in New Zealand.

In order to make sure all went as planned, and to ensure the safety and security of this very valuable piece of equipment, the local Expeditors team and regional Project Cargo team attended the landing to witness the unloading and mobilization of the equipment. Expeditors also negotiated the entry and attendance of 14 employees of the customer's company, including the Procurement Manager and his 10-year-old son. They were able to safely witness the landing, take a tour on-board the aircraft, and observe the various stages of unloading.

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THE RESULTS

Expeditors presented the customer with noteworthy cost savings by using our charter services and Project Cargo team. The final pricing was close to one million USD less than the original estimate provided. By engaging the service of Tradewin South Pacific and New Zealand's Tariff Concession program, more than \$400,000 dollars in customs duty paid was recovered for the customer. Our local offices provided support during the entire shipment process through a high level of communication. This included providing weather and scheduling updates to the customer every two hours while the flight was in the air. Our detailed communication allowed for minimal down time and waiting costs at the Air Force base. While delays were assumed unavoidable with a project of this complexity, Expeditors orchestrated communication between the various service providers and the customer. This allowed for realignment of services where necessary, resulting in minimal disruption to the customer's business. Expeditors' exceptional customer service and effective execution across a global network helped achieve an effective cost savings solution and timely delivery.

