

# Medical device manufacturer switches to AIT for faster, more reliable COVID-19 test kit shipping

At the height of the COVID-19 pandemic, a medical and diagnostic device manufacturer needed to ship thousands of virus test kits from the U.S. West Coast to the United Kingdom each week for distribution to hospitals. But they repeatedly ran into challenges with their parcel carrier—until AIT stepped in with a more flexible and reliable shipping solution for the manufacturer's critical healthcare cargo.

## The Challenge:

### Shipping blackouts, delays

The customer's previous transportation logistics provider, a major global parcel carrier, was unable to provide weekend and holiday shipments without exceptions, major delays, and partial deliveries for the urgently needed COVID-19 test kits.

## The Solution:

### Flexible, end-to-end service

AIT's on-the-ground teams in North America and Europe coordinated to secure overnight, express air freight from San Francisco to London via two core carriers, as well as same-day delivery from Heathrow International Airport to the customer's London facilities for final kit preparation and distribution.

AIT teams on both sides of the Atlantic also provided up-to-the-minute shipment milestone notifications to the customer from start to finish, as well as pick up at the customer's facility in San Francisco and customs clearance services.

## The Result:

### Quicker, more consistent deliveries

AIT's solution not only supported the on-time delivery of thousands of COVID-19 test kits to U.K. hospitals and schools throughout the pandemic, but it also shortened the previous provider's delivery timeline from three days to two. The customer continues to count on AIT for urgent shipments of medical and diagnostic equipment from San Francisco to London, as well as ongoing projects on other global trade lanes.

## The AIT Difference Makers

- **Flexible, customizable** solutions, with **weekend, holiday service**
- Systems integration, constant communication with **AIT locations in Europe enables 24/7 operational support**
- In-house, licensed **customs brokerage**
- Proactive, **consistent updates** with a personal touch
- Strong **carrier relationships** that **deliver capacity**



"AIT creates and delivers solutions the competition can't."

– Medical device manufacturer

## Discover what AIT can do for you

For more information about AIT's healthcare logistics solutions, visit [www.aitworldwide.com/contact-us/](http://www.aitworldwide.com/contact-us/) and click Request a Quote.

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