Secure, sustainable technology logistics solution helps telecom giant stop theft, save millions

Summary

AIT Worldwide Logistics technology supply chain experts created a customized, scalable — and sustainable — final-mile device distribution solution designed to save a global telecommunications leader millions of dollars a year.

The Challenge
Rampant parcel sorting theft

A global telecommunications leader faced an overwhelming $137 million annual loss due to device theft in its supply chain, with a small-parcel carrier's sorting centers identified as a significant vulnerability.

As the theft issues escalated — particularly in the U.S. Southwest — the company sought a solution to protect its valuable device shipments, including phones, tablets, and wearables.

The Solution
Secure, traceable, sustainable road transport

AIT's technology supply chain experts developed a comprehensive strategy to combat the losses, including collaboration with a partner that specializes in secure, reusable crates.

In addition to being more sustainable than traditional wooden crates, these built-to-last plastic crates incorporate advanced security features, including GPS tracking, high quality locks, and real-time status monitoring to automatically detect light exposure, tilting, or impact.

The AIT team coordinated a combination of nightly hot-shot final mile deliveries from the client's distribution center to nearby stores — carrying as many as 500-600 cartons of devices each. For retail outlets further afield, less-than-truckload service was used to make deliveries via "milk run" routes.

Key elements

- **Secure packaging and transport:** Devices were loaded into reusable crates, sealed with steel locking straps, and monitored from pick-up to delivery via AIT's technology logistics control tower in Kansas City.

- **Final-mile security:** At the delivery agent's location, facilities included 14-foot security fences, cinder block loading rooms, and a 38-camera surveillance system with cloud storage. Drivers received geofenced routes and secure delivery codes for crate access.

- **Store-level integration:** Upon delivery, store staff scanned devices into inventory, and empty crates were returned for reuse, reinforcing the client's sustainability goals.

The Results
Zero theft, plans to scale up program

Throughout this pilot program, which took place from October 2024 through February 2025, AIT delivered more than 13,000 cartons across the region without a single theft. The project's initial success is paving the way for scaled-up implementation across the U.S. Southeast and beyond, with the potential to save the client additional millions annually.

Additional achievements include:
- Sustainability through reusable crates, reducing reliance on traditional wooden packaging
- Seamless integration of operational and IT systems, enabling real-time accountability and auditing
- Expansion discussions with other industry leaders, showcasing the scalability of AIT's solution for diverse commodities

As the pilot program grows to include additional regions, up to 8,000 cartons are expected to be processed weekly.

Furthermore, the program's success has convinced other companies to take advantage of this extraordinarily secure device distribution process. In 2025, two of the world's largest telecommunications firms are partnering with AIT's technology logistics team to roll out their own version of this unique money-saving solution.

The AIT Difference Makers

✓ Partnership with innovative **secure crating suppliers**

✓ **Strictly vetted** speciality carriers

✓ Deep **technology shipping** expertise

✓ Global control tower network of dedicated **technology logistics** teammates

✓ Proactive communication and **24/7 operational support**

Discover what AIT can do for you

For more information about AIT's technology logistics solutions, contact us at dniday@aitworldwide.com or +1 (816) 321-0346

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