

# 5 reasons why White Glove Delivery offers a better high-value delivery service for sensitive medical equipment

Whatever your business, you want to know that your logistics company can deliver. When your cargo is valuable or time sensitive however, it's important to pick a company that will go that extra mile. White Glove Services give you the peace of mind that your delivery will be fast and efficient, and your package well looked after - however the level of care and the services offered under this title can vary across logistics providers. For industries that are transporting highly sensitive equipment, such as medical devices for example, these variations can make a huge difference.

If you still need more convincing, read on for our top five reasons as to why our White Glove Delivery Service is the best service for the medical device industry.

Alongside identifying your logistics need and the level of care that will be provided, there are several other factors that should be considered to ensure your White Glove Service Provider matches up to your requirements:

1

### Process Flexibility

For long term logistics projects, seasonal fluctuation and varying requirements means a rigid process or provider can often prove ineffective. A provider that can offer flexibility, allowing you to scale your process up or down according to your requirements will be of greater value and utility. A fully engaged logistics partner should be able to anticipate your changing requirements.

2

### Quality

The customs and compliance regulations across different industries can be a minefield, and a provider with a thorough understanding of these processes can save a lot of time, money and frustration down the road. For example, within the context of medical devices a ISO 13485 certification is a vital and growing requirement. With the ever increasing number of devices that could store medical records, compliance requires that a certified process be implemented to ensure that no patient data remains on any device for demo purposes or returns. A provider must be familiar with HIPPA regulations and best practices for return materials (RMAs), and know how to communicate and execute these procedures properly.

3

### Control Tower

Having a single point of contact within a dedicated team will also save a lot of time, preventing miscommunications and crossed wires. Knowing who to ask, and who is accountable can make the process a lot less confusing.

4

### Inventory Visibility

It's crucial that you have access to a detailed breakdown of your inventory at any given time, knowing where it is and when it will be available. A partner like SEKO can streamline this process so you can keep your inventory optimized to reduce carrying costs.

Extra details, like accessory kits and devices, should also be taken into account when tracking consignment inventory. As many in the medical device industry will know, these can often be just as costly as the main unit, and it's important that your White Glove provider understands these cost implications. SEKO, for example, allows detailed tracking of each individual item, right down to the serial number.

5

### Added Value Solutions

The extra details can be worth a lot when it comes to White Glove Services. A provider that can also assist with crating and crating design will make a huge difference, engineering customized cases to ensure your product is properly protected. Reusable and sustainable packaging, specifically made for purpose (i.e. shipping) will reduce costs and claims in the long term through preventing damage, and therefore extending the life of your assets.

A full end-to-end service should also include decontamination where necessary, as well as recycling products at the end of their life.



**SEKO's White Glove Delivery Service is the best delivery service for medical device manufacturers. We worry about all the details, both big and small, so you needn't fret over a thing.**



*Intelligence Delivered*

[www.sekologistics.com](http://www.sekologistics.com)

AMERICAS: SEKO Logistics, 1100 Arlington Heights Road, Suite 600, Itasca, IL 60143, USA  
Email: [hello@sekologistics.com](mailto:hello@sekologistics.com) Tel: +1 630 919 4800 US Toll Free 1 800 228 2711

EMEA: SEKO Logistics, Birch House, Fairfield Avenue, Staines upon Thames, TW18 4AB, UK  
Email: [hello@sekologistics.com](mailto:hello@sekologistics.com) Tel: +44 (0)1784 417 120

ASPAC: SEKO Logistics, Unit 3007 Skyline Tower, 39 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong  
Email: [hello@sekologistics.com](mailto:hello@sekologistics.com) Tel: +852 3195 3195

ANZ: SEKO Logistics, Level 2, 285 Coward St, Mascot NSW 2020, Australia  
Email: [hello@sekologistics.com](mailto:hello@sekologistics.com) Tel: +61 2 9669 4222