

AEROSPACE

SAMEDAY

CASE STUDY | AOG Desk

PROBLEM:

ABX Air, a U.S.-based all-cargo airline, is no stranger to time-sensitive shipping. They have over 30 years of experience in transporting plane-loads of important cargo from one location to another – quickly, safely and reliably. Whether a customer charters a single Boeing 767 or an entire fleet, ABX Air ensures that the payload gets there on time, every time.

ABX Air's reliability can be largely attributed to the highly skilled mechanics that maintain planes in top condition. Needed parts are usually available on-site, but at times, an important part must be sent from the warehouse. Parts arriving too late create very expensive problems for ABX Air, including costly schedule delays and bringing backup planes into service.

SOLUTION:

Recognizing the need for a partner who shares their sense of urgency, ABX Air teamed up with DHL Same Day to ensure that these part shipments are handled with the same speed and reliability that ABX Air gives its own flights. DHL Same Day quickly got up to speed on ABX Air's business and shipping needs, establishing clear, open lines of communication, and implemented a consistent process for all parts deliveries. This process allows ABX Air to focus on its core business, safe in the knowledge that time-critical shipments will arrive exactly when needed.

Now, once an order is placed, DHL Same Day uses IRIS – the proprietary Integrated Routing and Information System – to determine the best routing options and make recommendations to ABX Air. Once the route is approved, DHL Same Day oversees the delivery at every step, from initial pickup to final proof of delivery, and monitors the TSA database to make sure both the courier and ABX Air have real-time information on itineraries and conditions.

RESULT:

Using DHL Same Day has streamlined operations, eased demands on ABX Air personnel and enhanced their ability to meet customer demands. ABX Air is much more confident about being able to respond to emergency needs as they arise and provide the high level of service that the business requires.

ABX Air's reaction? "We have very high standards when it comes to time-critical shipments," said Brad Hamlin, Director of Line Maintenance. "We have DHL Same Day on speed dial; we rely on them to meet or exceed our expectations. We see DHL Same Day as a partner in achieving our business results. They help us get our business done."



Client Info:

ABX Air

ABX Air, a subsidiary of Air Transport Services Group, is a U.S.-based all-cargo airline that provides full-service chartered airlift for customers around the world, as well as airline-related services such as flight dispatch, training and simulator time.

Web: www.abxair.com

About DHL Same Day:

A subsidiary of DHL Express, DHL Same Day has more than 30 years of experience in Next Flight Out, Hand Carry, Charter and Dedicated Drive delivery. Its global network provides superior service and local knowledge necessary to satisfy emergency shipping requirements.

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