

# FINANCIAL SERVICES

**SAMEDAY**

## CASE STUDY | Financial Services

### PROBLEM:

DHL Same Day works with financial services clients that deal with highly sensitive documents and data. In the wrong hands or lost in the chain-of-custody, these files have the potential to cause serious repercussions. Trade secrets could be lost and confidentiality breached, both of which could result in significant financial damage. Not to mention the harm caused to a client's reputation.

That said, business still happens. Companies still need to ship critical documents and sensitive data, every day, all over the world.

Well, here's where a particular case got tricky: a customer needed a way to coordinate the pickup and delivery of multiple hard drives from over 25 countries. The hard drives contained highly sensitive data, and needed to arrive in New York under a tight timeline and over Christmas no less.

### SOLUTION:

Enter DHL Same Day. We tackled this problem much in the same way a Navy Seal team would. We put together an international expert team of couriers and shipping agents and briefed them on the situation. The entire team had to learn each country's unique security and customs rules and regulations. We needed local couriers who were native speakers and could ensure that nothing would be lost in translation. And mostly, we needed the trust of our client that we would maintain control of their shipment, keep it secure and get it to its destination, on time.

We had the last two weeks in December to complete the mission— a short window to say the least, at the busiest time of the year for shipping. After numerous conference calls, strategy meetings and trial runs, the plan was ready to be set in motion.

There was no room for failure. Everything had to be coordinated in advance. Direct flights had to be secured whenever possible. Should a package be opened and inspected by a customs agent, the DHL courier was trained to re-seal it each time. Everything was logged, tracked and kept secure from international pickup to delivery in New York.

### RESULT:

Success. Multiple moving parts all arrived on time and under deadline. Not a single package was lost, breached or compromised in any way. As always, DHL Same Day's expertise in finding the best routes, combined with the professional care we bring to every single shipment, got it done.

*Customer Response: We perceive DHL Same Day as part of our team. They are not just another vendor. On this mission we truly felt like we were all in this together and working toward a common goal. What a relief when we got the confirmation that all files were delivered securely and on time. When things are critical, we rely on DHL Same Day to deliver.*



### 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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