

CASE STUDY

HOW A MULTI-BILLION-DOLLAR HEALTHCARE COMPANY MEETS PANDEMIC OXYGEN DEMAND.

SITUATION

At a peak time in the Covid-19 pandemic, hospitals were facing oxygen tank supply shortages and a multi-billion-dollar specialty pharmaceutical customer of K & L Freight Management, which had been handling local Chicago, critical air freight business for, reached out in a panic. Their incumbent expedited carrier prioritized other holiday freight over these vital needs, and they knew we offered premium services. Tanks needed to be urgently picked up from their facility and delivered to eight hospitals, while retrieving the empty tanks to return to their facility for cleaning and re-filling.

PROJECT MANAGEMENT SOLUTION

The healthcare shipper's dedicated account management team is highly trained to react instantly & precisely in these situations. Understanding the unique needs of this project as well as customer communication preferences, the complex project was flawlessly executed.

Two hazmat certified drivers carefully navigated through the short-staffed hospitals with the large tanks, recorded readings and detailed paperwork by serial number. Our highly trained staff coached the drivers through the requirements, auditing pictures of the paperwork, wrap and palletizing, in real-time. After, our experts designed & proposed a more efficient blueprint for these scenarios, and became their number one call day, night or weekend for their critical business.

BENEFITS

Efficiency Consultation

Experienced, asset-based operations professionals proficiently discovered opportunity to optimize the projects, saving valuable time.

Vitally Needed Reliability

Highly trusted professionals available around the clock to monitor and dispatch trusted drivers, in time critical situations, have provided hospital patients much needed comfort.

AT A GLANCE

Challenges

- Pandemic Oxygen Demand
- On Demand Hazmat Drivers
- Detailed Driver Requirements
- Flawless Execution

Outcome

- Customized Communication
- Project Optimization
- Trusted Partnership
- Hospital Patient Relief



“K & L Freight Management has been a gigantic asset for our organization. Our dedicated customer service team answers phone calls both day and night. Some well into the evening, after normal business hours, and always with helpfulness and an attitude of professionalism. Without K & L we would have struggled to make it through the last two years”

Wilson D.

Distribution Operations Lead