



## CASE STUDY

# BNSF Logistics Creates Solutions for Technology Equipment Leader

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### Company Profile

A world leader in advanced technology equipment and services for all segments of the oil and gas industry, from exploration and production to downstream.

### Business Challenge

Customer was responsible for the inspection and maintenance of pipeline services. Any down time for the pipeline can result in millions of dollars of lost production per day. Most of the maintenance items can be serviced on regular schedules and the supply chain team can plan accordingly; however, in many instances there have been damaged supplies or emergency shutdowns that have required immediate response to get tools and parts on site. These shipments would require expedited services and real time tracking.

### Solution

BNSF Logistics discussed multiple options with the customer and the customer agreed it would be in the best interest of shipment management to allow BNSF Logistics personnel to handle the determination of expedited services, using both air and ground solutions to meet the requirements of the specific emergency response time.

### Process/Procedure

BNSF Logistics created an expediting team to assist in the management of these shipments. This team consisted of a single point of contact for the customer to tender shipments to, receive updates on, and then a network of supply chain professionals with both domestic air and ground expediting expertise. This team would then analyze the cost and compare to the service requirements of the shipment to determine the best shipping solution. Then BNSF Logistics would route the shipment, ensure special packaging if going by air, coordinate white glove delivery service if needed, and update the customer on regular intervals for status of delivery.

## BENEFITS ACHIEVED

- Professional shipment management allowed our customer to focus on other aspects of their business.
- Properly managed shipments prevented any distraction from achieving final delivery. Our customer had the satisfaction of knowing once the shipment was tendered and requirements were provided, BNSF Logistics would deliver worry-free expedited solutions.
- To date, BNSF Logistics has provided 100% on-time service through this business partnership.

