

## CASE STUDY

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# BNSF Logistics Creates Solutions Via Air for Technology Equipment Leader

## 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 downtime 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 required immediate response to get tools and parts on site. These shipments 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 to allow BNSL personnel to handle the determination of expedited services, using both air and ground solutions.

## Process/Procedure

BNSFL 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 and receive updates from, and a network of experienced supply chain professionals. This team analyzed the cost and compared it to the service requirements of the shipment to determine the best shipping solution. BNSFL routed the shipment, ensured special packaging was applied if going by air, coordinated white glove delivery service if needed, and updated the customer on regular intervals with the delivery status.

## Benefits Achieved

- Professional shipment management allowed the customer to focus on other aspects of their business.
- Properly managed shipments prevented any distraction from achieving final delivery. The customer gained satisfaction in knowing when the shipment was tendered and requirements were provided.
- To date, BNSF Logistics has provided 100% on-time service through this business partnership.