



Delivering **reliable** solutions

Success story

## Specialist Transport

**SAE's Special Projects Team are on hand for any request no matter how big or small. Temperature control, component part assembly, oversize items – we cover it all.**

**Find out how our team stepped in to help Botanics International with their budding problem.**



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### The Brief

Botanics International of Berkhamsted has been meeting the ever-increasing demand for good quality plant cuttings and materials to serve propagators, growers and nurserymen throughout the UK for over 20 years.

**Peter Collins**, Botanics CEO, is renowned for his dedication, flexibility and a quick understanding of clients' needs. When customers ask Botanics for "something different" for their garden centres and retail outlets for seasons 2 or 3 years ahead, Peter will listen to what is being asked of him.

His extensive product knowledge and his connection with plantmen throughout the world, enable him to provide the answers his customers put to him.

This mirrors exactly the way SAE provide logistics solutions to their customers. It was therefore no accident that Botanics International approached SAE when they were experiencing "issues" with importing very delicate young plants and cuttings into the UK.

The question was asked if SAE could support Botanics with their multi-faceted requirements. SAE took the time to truly understand the nature of the job required. And the answer – of course they could.



### The Problem

Once new requests come in, they begin the process of having millions of plants grown in countries as far away as South America, Africa, Middle East, Far East and Europe. Not only are these fragile cuttings and shoots extremely high value – they are often the only examples in the world. They are very vulnerable to damage and most importantly must be transported under closely monitored and controlled temperature conditions.

Customs clearance can also be problematic. If new material is coming into the country, it is important that documentation has been raised correctly and that HMC work quickly to undertake their exhaustive checks. Botanics International needed a specialist partner with a specialist approach to the problem.

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### The Solution

To ensure a timely delivery schedule could be met, a close relationship must be developed with the airline, customs clearing agent and of course the final leg of delivering to Botanics International customers in the UK. This is where SAE stepped in to help.



Once SAE had smoothed the customs clearance procedures, the delicate plugs sent for trials and testing were stored in temperature managed conditions and handled with the utmost care. SAE ensured that their specialist warehouse conditions were just right in not only providing temperature controls, but also well organised and managed to ensure the goods are handled correctly and appropriately.

When required, it was important to have the correct type of vehicle available at very short notice to transport products directly to Botanics's customers, with SAE representing Botanics in a professional manner on their behalf.

Again, this meant that temperature controlled vehicles must be used to ensure that the goods arrive at the testing plant in perfect condition.

Temperature "receipts" are provided at all stages of the process to demonstrate that SAE had managed the process with the utmost care and control that is demanded.



If you require specialist transport or storage then please contact a member of our expert team today on 01895 825258.



### The Benefits

Botanics International benefited from multiple services and facilities provided by SAE to maintain their reputation as a leading supplier. These included:

- Worldwide customs procedures expertise
- Temperature controlled transport & storage
- Expert handling of very delicate items
- Temperature receipts provided
- Flexible and responsive partnership

Peter Collins said *"When your reputation and your business depend on your logistics running smoothly, I needed a partner who operated and responded with the same philosophy as Botanics International. I needed a responsive, creative, flexible approach with the ability to meet very exact standards and conditions. With SAE that is exactly what I got!"*



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