



Delivering **reliable** solutions

Success story

Healthcare logistics

SAE's experienced medical logistics services are discreet, reliable and highly specialist. We are proud to be entrusted with the delivery of complex equipment and medical devices to patients, medical units, hospitals and operating theatres.

We combine process knowledge, strong relationships and specialised employee training to help our customers and partners achieve all of their patient care goals.

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Time-critical? No problem.

If a diabetes sufferer needs a new insulin pump or replacement parts, the chances are this will be required within a few hours.

A leading global manufacturer required their logistics partner to be able to fulfil these time-critical deliveries, but also hold stock and fulfil orders directly for health centres and hospitals as well as for field executives across the country.

SAE responded by using their bespoke stock management system to meet their exact requirements which would deal with:

- 300 orders per day
- 5000 product lines
- UK and worldwide deliveries
- Literature and marketing materials
- Notifications and collections of out-of-date stock



Our vast experience means that we provide innovative cost effective solutions to industry problems.

We are experts in ensuring that your packages get to the right people at the right location and at the right time! Even if this means thinking outside the box to deliver hand-to-hand on specific wards or theatres and not just dropping off at Goods Inward.

With a 99% achieved in their customer satisfaction survey, this 10 year relationship continues to deliver on a promise of outstanding service.

"Using SAE's network of logistics partners has helped us to cut our delivery/collection failure rate by more than 40% and significantly improve the service we give to our hospitals."

UK Operations Director

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By having a specialist logistics company at your side, who will respond any time of day or night, you know that the most complex of problems will be taken care of with confidentiality and understanding; drawing on years of specialist medical logistics.

SAE have the breadth of experience in storage, fulfilment and transporting medical equipment, to make them one of the UK's leading medical logistics partners.

When a leading medical supplier needed to recall a delicate, highly sensitive and expensive device from over 150 hospitals nationwide, SAE were on hand to take on the brief from one of the UK's largest medical equipment suppliers.

This confidential and time sensitive project required discreet collections from specific individuals. Every device needed to be tracked at any time during the operation and detailed reporting for every site had to be produced. Every member of the team received bespoke training to ensure on time and safe delivery, specific rescheduling processes and hand to hand receipt with the nominated contact.



Careful planning, risk assessments, close liaison with hospitals and patients and unprecedented personal attention is all in a day's work for our medical logistics team.

Customers can be confident that their medical fulfilment, deliveries or collections are handled with the utmost care, consideration and expertise. Whatever your requirements, SAE's specialist team will always deliver. If you have a logistics, fulfilment or transport project, however complex (or discreet), contact us today and find out how our expertise can help you.

"SAE made a complex operation look easy. The required liaison with hospital staff was completed efficiently and reliably" **UK Operations Director**

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