

# high-security solutions



**A leading manufacturer of SIM cards turns to Morgan to design dedicated transportation with high security and continuous, online visibility.**



## THE CHALLENGE

A world leader in digital security products needed a high-security, high-visibility and high-quality transportation solution for delivery of its mobile phone subscriber identity module (SIM) cards to North American mobile phone customers. Because these goods have high values per truckload, it was important to be able to track all goods continuously and avoid third-party carriers.

## MORGAN'S SOLUTION

D.W. Morgan Company engineered a dedicated trucking solution, with Morgan personnel stationed near the client's Northeast manufacturing sites. In addition, Morgan positioned trucks and trailers from its fleet on site, so that goods would move on dedicated vehicles from origin to final destinations.

Working with the client and its mobile phone provider customers, Morgan produced detailed standard operating process (SOP) documents. These describe every aspect of the shipments, from requirements for truck seals, to response times and escalation lists in case of any issues.

With the physical infrastructure and processes in place, Morgan then created a comprehensive technology strategy to address chain-of-custody and visibility concerns. As with all Morgan equipment, the vehicles were outfitted with GPS equipment on trucks and trailers.

In addition, the Morgan drivers serving this route are equipped with iPhones and Morgan's award-winning ChainLinq™ Mobile application. Using this tool, drivers can update shipments throughout the movement, with all changes available immediately to the client. In addition, signatures and proof-of-delivery information are pushed to the Morgan website in real time. The customer can even view satellite photos of the delivery site to confirm the place of delivery, and photos of any damages are also viewable immediately online.

Since the program's inception, Morgan has served the client with zero damage claims and zero service exceptions. The unique combination of tight execution, close management and superior technology has made this a unique and winning solution.

## KEY RESULTS

- Dedicated trucking provides end-to-end security for high-value goods.
- Morgan's proprietary GPS and ChainLinq™ Mobile applications deliver online visibility and tracking, real-time signatures, shipment photos and more.

## ABOUT D.W. MORGAN COMPANY

D.W. Morgan Company helps the world's top manufacturers provide Supply On Demand® for their clients. By combining transportation and logistics services with a flow of coordinated, real-time information and strategic consulting, Morgan dramatically improves efficiency and reduces costs—while maximizing flexibility. Assets in key manufacturing locations worldwide enable the company to coordinate the critical 'last mile' of the supply chain and coordinate the most critical moves to and from these endpoints. Morgan is certified as a Corporate Plus™ minority-owned business by the National Minority Supplier Development Council. The company's headquarters is located in Pleasanton, Calif. With operations offices worldwide, Morgan provides services to more than 85 countries.