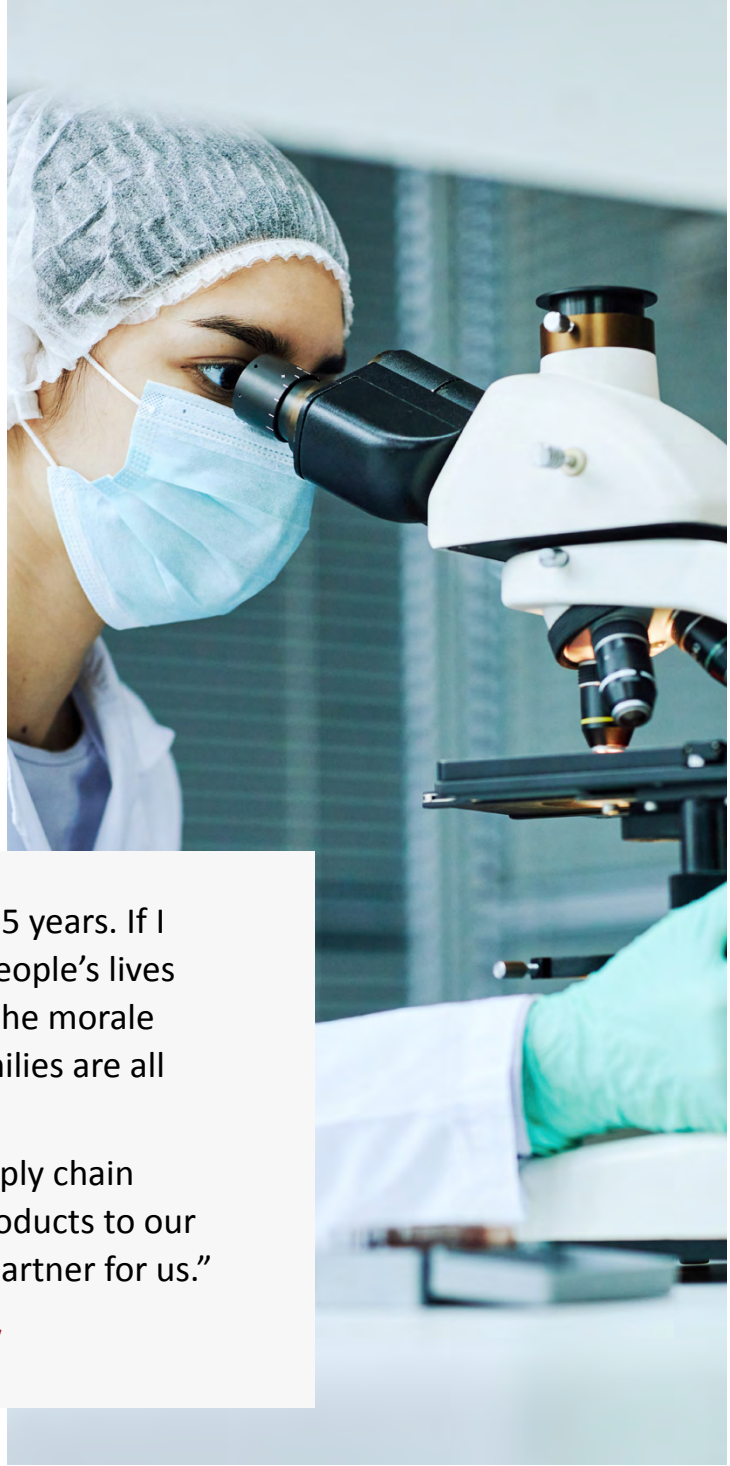
RIM logistics, ltd.

The trusted logistics choice for MedTech supply chains

Discover how RIM logistics' deeply established presence in Germany and the U.S. helps this surgical instrument company deliver products to their customers reliably, predictably, and on-time.

- On-site in the heart of Europe
- White-glove customer service
- Global compliance support with FDA, EU MDR, and international regulatory standards



"I've been in the healthcare business for 35 years. If I can't get product to a customer in time, people's lives are at stake. Surgeries are cancelled, and the morale of surgeons, employees, patients, and families are all negatively impacted.

So it's really important that we have a supply chain partner who is as committed to getting products to our customers as we are. RIM is that trusted partner for us."

President | Surgical Instrument Company

Challenges

A full-service supplier of surgical instruments and delivery systems that manufactures the majority of its products in Germany has been a RIM customer since 2018.

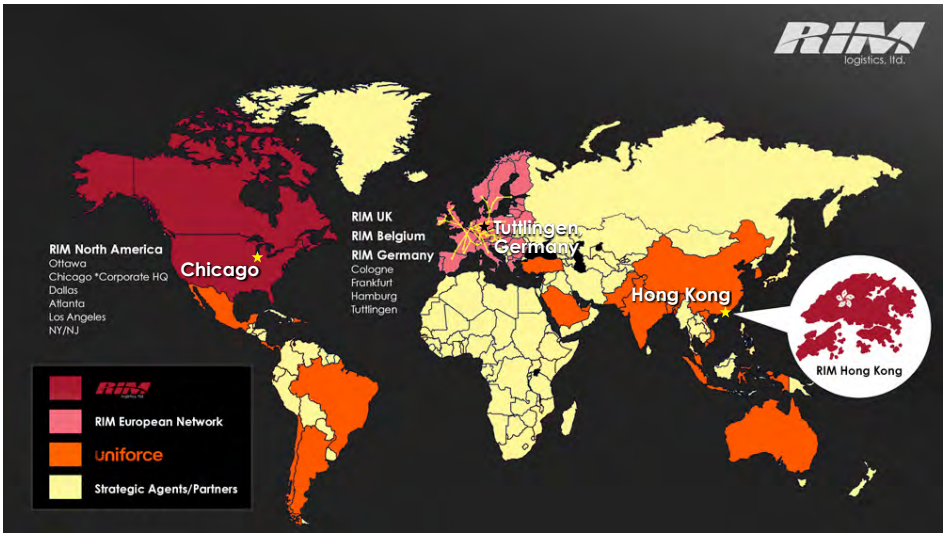
With unique products that are critical for high-stakes surgeries and procedures, it is crucial that the company has a strong and collaborative partnership with its logistics provider to ensure shipments are reliably and consistently sent and delivered on-time.

In 2018, the company had grown unhappy with the service they were receiving from the very large freight forwarder that had been handling all of their import shipping, and went looking for a new logistics partner that put customer relationships at the forefront.

> "I can't say enough good things about RIM's teams all the way through the supply chain. The German team lead by Guenter Hoesel is fantastic. Guenter lives in Tuttlingen and has an extensive network in both Germany and Pakistan. He and his entire team completely understand our industry and the sense of urgency and responsiveness we need to have in our business.
>
> The U.S. team led by Tim Wessel is just as critical for our success and just as great as the German team. They handle all of the customer service, compliance, customs, and FDA clearance for us on a daily basis and do whatever is necessary to make sure everything is running smoothly and on time."
>
> **President | Surgical Instrument Company**

Solution

The surgical instrument company discovered RIM logistics, a global logistics company with many well-established relationships throughout Germany and Pakistan and high-touch operations teams in Tuttlingen, Germany (known as the "Medical Valley") and throughout Europe and the United States.



Results

↗ Reliable, on-time shipments

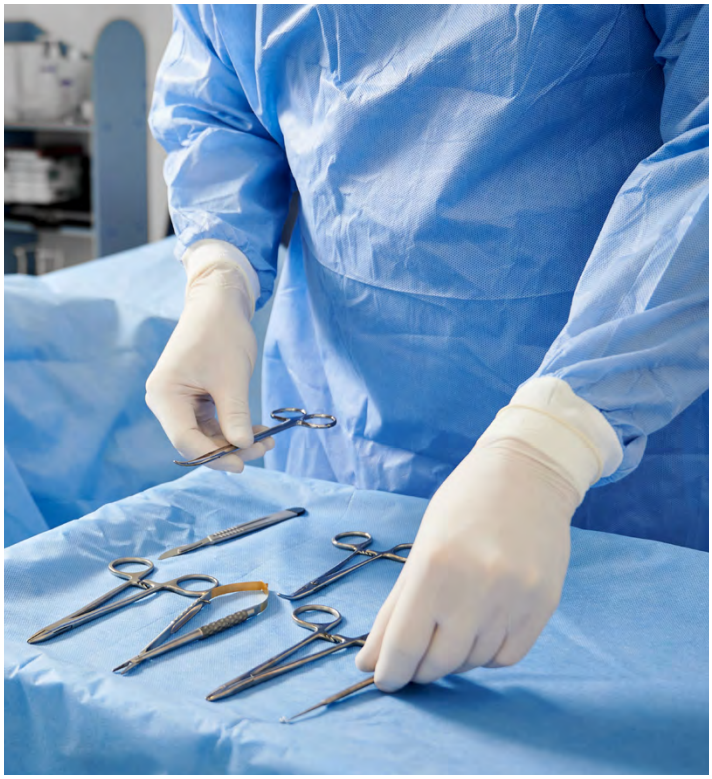
"Except for a few challenging weeks during the peak of COVID, RIM has never missed a shipment once."

↗ Increased peace of mind

"I get a lot of peace of mind from working with RIM. If I need anything, they're always there to take my call and say, 'We got you.'"

↗ White-glove customer service

"I love that at RIM it's all about the customer. Their entire team has been very responsive and goes above and beyond for us."



"Our company grows by delivering great service and being able to fulfill orders when our customers need product. There are a lot of companies that can deliver shipments, but there aren't a lot of companies like RIM. They treat every shipment with equal importance — whether it's a ton of steel in finished products or a small shipment of five boxes. They just get the medical technology industry and they've really taken great care of us for all the years we've been a customer."

President | Surgical Instrument Company

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Learn how RIM logistics can help your medical technology company.

Contact Tim Wessel at TimWessel@rimlogistics.com