

## "time:matters inside" enables innovative premium solutions

### Expansion of the process and innovation leadership for Special Speed Logistics

- **time:matters fulfillment partner for *Emergency.Solutions***
- **The solutions of the expert for Special Speed Logistics are a crucial part of the new Lufthansa Cargo AG premium product**
- **Worldwide emergency transport solutions for spare parts with the highest priority and reliability thanks to personal support throughout the entire Lufthansa Cargo network – and beyond if necessary**
- **Outsourcing of process expertise also planned for further industry segments**

Neu-Isenburg, November 26, 2012: time:matters, the expert for highly urgent and complex logistics challenges, consistently implements its process and innovation leadership in the segment for Special Speed Logistics and international emergency transports.

Due to the cooperation with Lufthansa Cargo, the “planned emergency” concept developed by time:matters is now available to an even greater range of customers throughout the world. In keeping the motto “time is money”, customers from the automotive, aviation, engineering sectors, or the oil and gas industry, can from now on ship essential spare parts with the market leader for innovative premium air cargo solutions.

time:matters supplies important service components for the premium product *Emergency.Solutions* that was introduced by Lufthansa Cargo effective October 1, 2012. Therefore, the organization and processing of intelligent ground procedures within the scope of ground and transit handling at the locations in Frankfurt and Munich are executed by specialists from the time:matters Courier Terminal. The use of processes tried and tested for the joint product *Courier.Solutions* and direct transshipment of consignments to the next airplane, enable the shortest possible transit times. In addition, thanks to its self-introduced “*Emergency.Solutions Control Unit*”, time:matters secures a continuous monitoring and contingency process for *Emergency.Solutions* shipments throughout the entire transport chain – starting with the consultation while planning the transport up to the physical monitoring of all transshipments by dedicated employees. During the 9-month test phase, time:matters flawlessly processed all of the circa 120 orders for its partner Lufthansa Cargo, thereby fulfilling the objective of achieving 100% quality. It is not possible to forecast all of the uncertainties associated with emergencies; however, pre-defined back-up solutions and experienced emergency experts accelerate the process and regulate the need for a decision for each contingency. The experts at time:matters can also remedy unforeseeable complications during the transport process (ranging from missing documents to delivery to the wrong location) on short notice and without impacting the overall shipping process, while constantly and personally informing customers about all of the transport steps. “*We are pleased to further intensify the close partnership with Lufthansa Cargo through this product innovation and to enable a solution for highly urgent special shipments that is unparalleled worldwide,*” says Dr. Arne Schulke, CFO and Head of Operations of time:matters.

With its services, time:matters offers customers an affordable solution - the special capacity access changes the preexisting “must-go” status to a unique “must-arrive” concept. Thereby the company benefits from years of process and solution expertise, the international infrastructure and especially the mindset of the time:matters team that is oriented towards complex special solutions. time:matters offers its customers tailor-made transport concepts and last-minute solutions to problems, which are based on speed, alertness, flexibility and excellence and, especially in the case of special logistics challenges for emergency situations, lead to urgently needed results. The cooperation with a special service provider such as time:matters allows companies performing within a highly standardized environment to turn the exception into the rule, without having to expand their own resources.

*“The trust and close collaboration with our premium partners motivate us to further expand our services and solutions. Through our focus on quality and flexibility, we are convinced that we will also be able to persuade further industry segments to outsource high quality and customized special solutions. The cooperation with time:matters enables our customers an increase in personalized service, quality and*

*flexibility, without the additional complexity that comes with providing such complicated solutions themselves or risking disruption of their own often standardized process operations,”* comments Stephan Vogel, Director Business & Solution Development of the time:matters Group.

**time:matters group:** The expert for Special Speed Logistics offers each of its clients customized logistics solutions for particularly urgent or complex special logistics assignments, enabling worldwide delivery within just a few hours. The Special Speed Solutions provided by time:matters worldwide are based on high-speed and reliable transport by air, rail and road, as well as a tight international network consisting of more than 500 exclusive transportation partners. time:matters generally has access to all available airlines and can therefore utilize a wide range of flight routes: over 3,000 flights per day, to some 500 destinations in 90 countries. time:matters operates its own courier terminal for express and courier shipments at Frankfurt Airport.

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