

## **transport logistic: Hall A4, Booth 303**

# **time:matters Provides Insight into Special Service Desk and Outsourcing of Emergency and Special Logistics**

***Schedule interviews by contacting +49/611/973150, or [team@dripke.de](mailto:team@dripke.de)***

Neu-Isenburg, May 24, 2005 – time:matters GmbH, specialist for emergency and urgent logistics, is presenting itself at the transport logistic fair (Hall A4, Booth 303) with an expanded service portfolio and possibilities for outsourcing emergency and special logistics. As a consequence, the Lufthansa Cargo AG subsidiary will be expanding its leading role as a provider of emergency and special logistics services.

“While standard logistics is a mass market, the selection is extremely limited when it comes to customized special logistics for urgent and emergency situations,” explains Franz-Joseph Miller, Managing Director of time:matters GmbH. “We want to use the transport logistic trade fair as an opportunity to once again present ourselves as the top provider in precisely this segment. Our spectrum offers logistics companies flexible and individually tailored services ranging from ad hoc assistance in emergencies to the strategic outsourcing of special logistics tasks.”

At the Munich trade fair, time:matters will be providing insight for the first time into the services of the expanded and centralized Special Service Desk (SSD) that will be launched this summer. In the future, it will act as a universal contact point for the solution of logistics problems – whether for ad hoc inquiries or in connection with end-to-end projects. The experts at the Special Service Desk develop individual solutions for logistics challenges. The goal is to be able find solutions even for problems that at first sight appear “unsolvable.” The emphasis is not only on challenges where speed and reliability play a key role. It is just as important to smoothly synchronize all of the individual logistics steps, constant communication, and last but not least the individual monitoring of each shipment. The focus is always on understanding the specific requirements profile of each individual customer and emergency in order to realize the right solution. To this end, a special logistics chain is established for individual cases and continuously monitored until the task is completed.

The special logistics sector is experiencing strong growth in demand. Logistics providers frequently have to pass up short-term inquiries of their customers for urgent and special tasks because this segment is not part of their core business. As a result, there is a risk of customer loyalty suffering over the long term. This is why emergency and special logistics should be an important component in the range of services of every standard logistics provider despite their niche role. Customers of time:matters GmbH can either integrate this segment directly into their business processes or outsource it completely to time:matters as an external service.

At the trade fair, time:matters is presenting itself together with Lufthansa Cargo Charter Agency GmbH. The two companies work closely together as the need arises in order to quickly and cost effectively fulfill special tasks. The service is clearly well received among customers: Since its spin-off from Lufthansa Cargo AG three and a half years ago, time:matters GmbH has recorded annual growth in sales well into the double-digit percentage range.

**time:matters GmbH**, a wholly-owned subsidiary of Lufthansa Cargo AG, offers national and international Special Speed Services by air and rail. Under the slogan "The Speed You Need," time:matters customers can choose from various logistics products for the delivery of highly urgent and especially important documents and materials. Deutsche Lufthansa's entire network of scheduled flights is available for time:matters shipments, as are numerous flights of other partner airlines. Worldwide, some 340 destinations in 90 countries are served, with more than 900 continental and 60 intercontinental connections daily. In addition, the ic:kurier service is currently available at 140 German ICE and EC/IC train stations. Experts confirm that high-quality courier services have high growth potentials; when important materials reach the recipient on the same day or very quickly, significant business advantages are realized and companies can dedicate more of their time to core tasks.

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