

## Relaunch of the corporate website: time:matters sets new standards in digital customer experience

- New appearance, same address: [www.time-matters.com](http://www.time-matters.com)
- Customer-centric approach
- Effortless online booking journey
- Direct customer service access
- Extensive career page

Neu-Isenburg, October 6, 2023: time:matters, the expert for sustainable high-performance logistics, has undergone a comprehensive relaunch of its website.

The revamped website impresses with its fresh look and makes the customer experience even faster and more seamless.

Rooted in a customer-centric approach, the redesign focuses on the distinct needs of users looking for time-critical, high-performance and trusted solutions.

The relaunch enables visitors to go from browsing to booking even faster. By seamlessly integrating the booking platform, users can save time and start the booking journey directly on the homepage.

Additionally, access to the relevant customer service is more prominently linked and customized according to the visitor's geographical location. This underlines the commitment of the company to exceptional user support and satisfaction.

Furthermore, time:matters has updated its career page, which is available in four languages. This enhances recruiting opportunities and makes the application process easy.

Lars Krosch, COO at time:matters emphasized: "In our corporate strategy, we put the customer at the center. In line with our digital strategy, we are consistently investing in the expansion of digital customer solutions. The new appearance of our website is designed to impress our customers with clarity, easy navigation and, above all, excellent usability."

### **About time:matters:**

time:matters has been the expert for time-critical express transports and supply chain solutions for more than 20 years. Urgently needed spare parts, missing production equipment, medical samples, dangerous goods and important documents are transported quickly and reliably from A to B via air, rail and road and if required also personally accompanied via on board courier or as charter solution. This is made possible by a global network with more than 500 courier partners and airlines. time:matters generally has access to all available airlines and can therefore utilize a wide range of flight routes. Besides speed and reliability, providing an individual, flexible service is paramount. time:matters is available 365 days a year, 24 hours a day, whenever customized logistics concepts are needed – for everything from ad-hoc situations through to regular business. At any time, customers can submit a transport request themselves via the time:matters booking website, which is quoted in real time and can be booked immediately. time:matters has achieved ISO 9001:2015 certification as well as ISO 14001:2015 environmental certification. The company is consistently expanding its ambitious sustainability strategy. By 2025, time:matters aims to reduce its own CO<sub>2</sub>-emissions by 50% compared to 2022, mainly through the use of Sustainable Aviation Fuel (SAF). As of 2023, investments will be made in 100% SAF for all Sameday Air and On Board Courier transports. Already since 2022, time:matters operations has been carbon-neutral thanks to reduction and offsetting measures, including 97% offset and a 3% share of Sustainable Aviation Fuel. time:matters employs more than 300

people and operates its own terminals for express and courier shipments at Frankfurt and Munich airport. time:matters GmbH has been AEO certified since April 2019. time:matters (Shanghai) International Freight Forwarding Ltd. was established on June 1, 2019. The company supports customers locally, from booking to issuing air waybills and local invoicing. The launch of time:matters Americas, Inc. took place in July 2020 as part of time:matters' internationalization strategy. The US corporate affiliate, headquartered in Miami, Florida, caters to both national and international customers.

**Further information and picture requests:**

time:matters GmbH Public Relations Department

Katja Sondey

Gutenbergstraße 6

63263 Neu-Isenburg, Germany

Phone: +49 6102 / 36738-822

Web: [www.time-matters.com](http://www.time-matters.com), e-mail: [media.relations@time-matters.com](mailto:media.relations@time-matters.com)