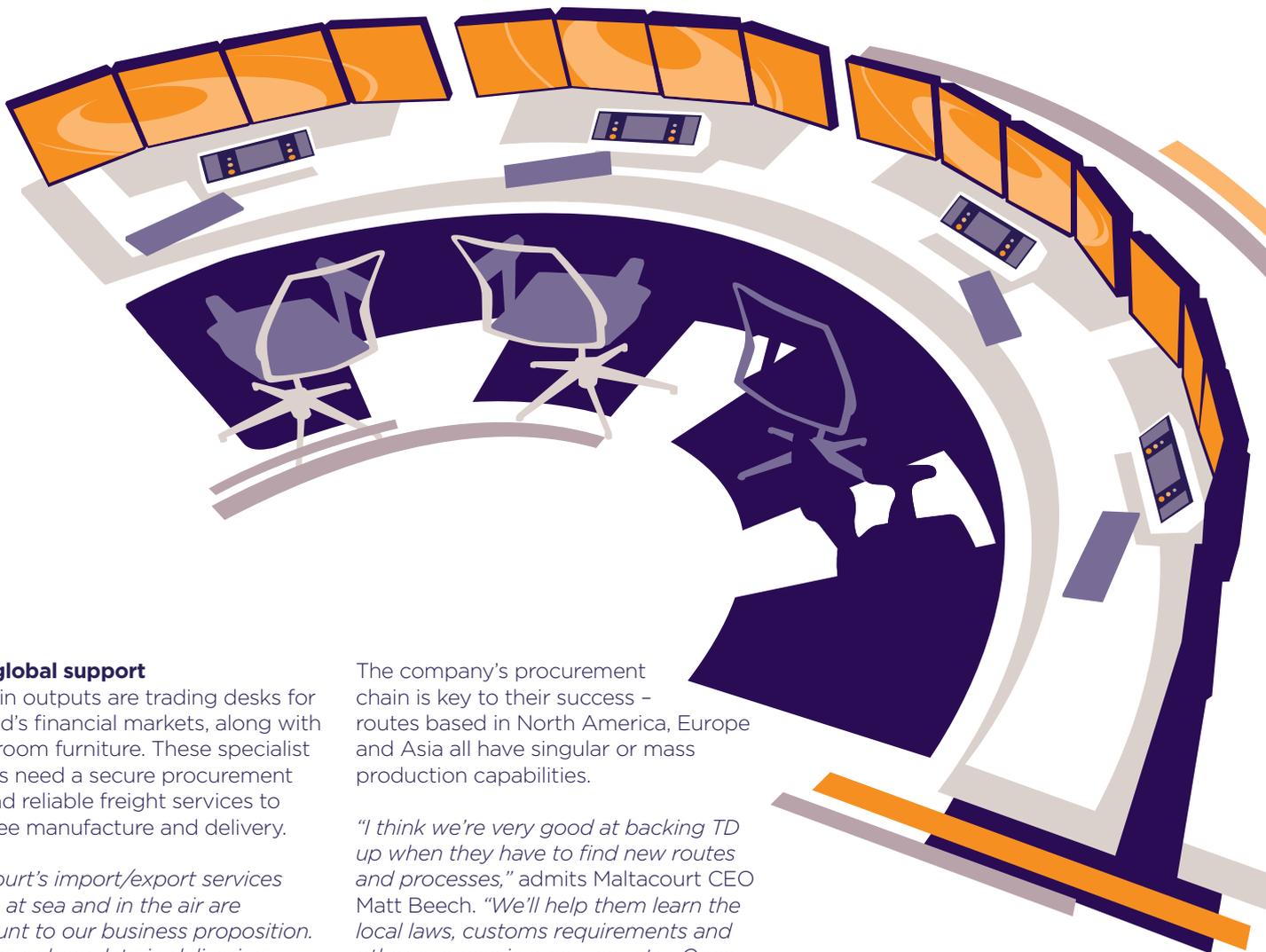


PERSONAL SERVICE ON A GLOBAL SCALE

Technology Desking have carved their reputation by designing, building and installing some of the world's most advanced furniture products. Their highly-specialised work can call for an instant supply chain to meet the needs of new projects, from South Asia to North America. And that's when an experienced logistics partner really come into their own.

“Ours is a complex, bespoke product,” explains Operations Director Steve Elliott. “We have to design, manufacture and install anywhere in the world, on the day we say we will. **It's an offer that can't exist without solid logistics.**”



Giving global support

TD's main outputs are trading desks for the world's financial markets, along with control room furniture. These specialist products need a secure procurement chain and reliable freight services to guarantee manufacture and delivery.

“Maltacourt's import/export services on road, at sea and in the air are paramount to our business proposition. We've never been late in delivering and installing the product, and they're crucial to meeting that promise.”

The company's procurement chain is key to their success – routes based in North America, Europe and Asia all have singular or mass production capabilities.

“I think we're very good at backing TD up when they have to find new routes and processes,” admits Maltacourt CEO Matt Beech. “We'll help them learn the local laws, customs requirements and other nuances in a new country. Once they're established, they're able to run things themselves.”

Building a personal relationship

Surprisingly, this worldwide support network doesn't come in the form of set packages or centralised 'contact centres'. When TD has had occasion to use some of the larger freight forwarders, they've found they can move items from A to B, but won't take on the commercial invoicing, or even pick up the phone.

"Personal service is a massive selling point for me," says Steve. "The bigger carriers have cultures that simply can't accommodate what we need. Maltacourt provide us with accurate transit times and data so we know when and where products will be, help us with heavy duty paperwork, and they do it all in way that feels like they're in the office next door."

Of course there are times when Steve and his team don't want to hear about delivery, and that's when things go wrong...

"I always say that the test of a good logistics partner is the fact that you won't hear from them out of the blue. That's because we only ever measure success by the number of mistakes. **When it comes to delivery, we never worry about hearing from Maltacourt.**"



Maltacourt's core services are multi-modal transportation, import/export, warehousing, pick and pack, 3PL/4PL and dedicated secure transport. But where most global logistics companies will ask you to work around them, Maltacourt take the opposite route.

"We customise our services to fit the demands of your market, working as an extension of your company," explains CEO Matt Beech. "The secret to our successful relationship with Technology Desking is sharing our expertise. Over the past decade, this approach has empowered them to grow into new commercial regions."

Go global with a truly adaptable logistics partner:
enquiries@maltacourt.com



We take it personally.
We deliver it professionally.