

Case Study:

The Importance of Trusting Professionals when Transporting Medical Equipment

New Aussie Crates customers often approach our team with little to no knowledge surrounding packaging and transporting their goods safely. Essentially, they must place complete trust in a third party to ensure their valuable assets reach their destination securely. This can be an incredibly stressful process for many clients.

However, our team has found that once our customers learn of our extensive experience and talk through our capabilities to handle the entire process from initial measurements to preparing the equipment for transport, they leave feeling they can rest easy knowing they are in good hands.

This was the case with our client in the medical equipment sector. This case study reveals how Aussie Crates supported our client at every turn and utilised our depth of knowledge to achieve an excellent result.

Private Client in the Medical Equipment Sector

The private customer approached Aussie Crates with the aim to send medical equipment to Africa.

The medical equipment consisted of ventilators and dialysis machines, donated by the Australian Government to provide aid. These machines are crucial assets to hospitals all around the world. Not only is the equipment highly valuable in a monetary sense, but it also has the potential to save lives and improve the health of the community at their destination in Africa.

Initial discussions with the client revealed that they had no awareness of the cost or logistics involved whatsoever and needed Aussie Crates thorough guidance throughout the whole process.

Client Requirements

The machines in question were fragile and required protection from environmental factors such as dust, moisture and other contaminants. They also needed stabilisation and padding within the crates to protect them from any impact or shock.

The clients also required a container as a storage and distribution facility upon arrival.

Aussie Crates' Solution

Aussie Crates has extensive previous experience with medical equipment such as MRI machines, lab equipment, medical furniture, and dialysis machines. Drawing on this knowledge from years past, the team came up with a comprehensive plan.

Aussie Crates took care of the measuring, configuring and weighing the objects – providing the freight company with all of this information. They were very impressed with our dealings in this area, as it is rare that packaging partners are so thorough.

To secure a container for the equipment's transportation, storage, and distribution, our team put the private customer in touch with the Australian Doctors for Africa (ADFA), a volunteer medical humanitarian organisation. The container being kindly donated by the ADFA. Creating this connection is representative of the extra mile that Aussie Crates is willing to go for our clients.

Aussie Crates proceeded to provide high-quality packaging solutions, wrapping the objects with plastic products, including the addition of Vapor Corrosion Inhibitor (VCI) bags for long term moisture protection.

Aussie Crates built custom crates and cases for the machines within the container, with the proper support, such as well-placed anchor points, to ensure each object is entirely secure.

Summary

In summary, Aussie Crates utilised our extensive knowledge and state-leading manufacturing capabilities, along with our commitment to customer service and our innovative spirit to ensure the essential medical equipment arrived in pristine condition to its destination.

All involved in the undertaking were very satisfied with the outcome, and Aussie Crates looks forward to partnering with this client again in the future.



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