

What is HyperCare active monitoring?

An end-to-end solution that regularly updates the customer on shipment status, informs when pre-agreed touchpoints are reached, anticipates potential threats and proactively intervenes in order to protect the shipment minimize risks



Your key benefits:



Peace of mind knowing that there is a highly trained team monitoring your shipment **24/7/365**



Continuous improvement mindset, through weekly lessons learned we immediately make improvements to our processes, define SMART actions and provide feedback to our Operations and carriers, to ensure the best customer experience



Centralized teams to ease customer service, communication, implementation, training and complaint and resolution management



Highly trained staff to action all in-transit issues that require immediate action or escalation



High Level of Oversight by our detailed oriented team, cross-checking documentation to ensure no discrepancies between product requirements, temperature range and service booked with the carrier



Proactive communication ensures all critical updates are timely and mitigation plans actioned to ensure shipment integrity



Adaptability by anticipating potential risks, with our active **PESTLE*** Monitoring



Paperwork
Cross-check

Validate
IoT sensor
setup

Track
shipment
milestones

Proactively
action and
inform on deviation