



SUCCESS STORY

DHL Express transports urgent documents and goods reliably and on time from door-to-door in more than 220 countries and territories, and operates the most comprehensive global express network.

With a fleet of more than 250 aircraft, DHL Express is also one of the largest air carriers worldwide.

www.dhl.com/en/express.html

EXPERIENCED NATIONWIDE ROLL-OUTS ENHANCE EFFICIENCY FOR DHL EXPRESS

One of the reasons we have had such an enduring relationship with Tie National is because they have technicians for every job across the USA.



Paul Kopp, Infrastructure Manager of Business IT, DHL Express US

DHL Express offers international and domestic time definite services that are so reliable they are backed by a delivery commitment.

To keep this operation running smoothly, DHL regularly examines their infrastructure to reassess bandwidth demands and reduce expenses where available.



PARTNERSHIP

"Tie National is our primary resource for the on-site coordination of our national installations and roll-outs" says Paul Kopp, Infrastructure Manager of Business IT at DHL Express US. "We use them as the physical arm to support us with all on-site aspects of our installations, moves and roll-outs. After my team defines the drop points, Tie National performs their site survey to identify any obstacles that may prove to be a challenge."

Coordinating the installation of additional T1 circuits or running fiber for over one hundred locations requires experienced project management and a large network of field resources for dispatch. "One of the reasons we have had such an enduring relationship with Tie National is because they have technicians for every job across the USA." Kopp adds, "Because they know our sites so well, their technicians and coordinators never need hand-holding and are so easy to work with."

CHALLENGES

Large scale projects require careful precision of many moving parts such as communication between carriers, site contacts, corporate IT and dispatched technicians. Laying fiber for a new infrastructure can often be met with unforeseen complications. On several

occasions the fiber delivered by the carrier had been dropped at unexpected locations to which Tie National worked to obtain permission from neighboring tenants to extend the fiber through their buildings and/or leased spaces, all the while keeping DHL Express informed of status updates.

RESULTS

Tie National, LLC has managed over 6,705 projects and service orders for DHL Express since the first project was entrusted to them in September of 2003. Tie National, LLC now serves over 100 DHL Express locations nationwide including locations in San Juan

and Pago Pago. Our coordinators expertly project manage the dispatches needed to hang wireless access points, move from one location to another, design and ship equipment, provide installation services for new locations and aid in the roll-out of large scale technology upgrades.

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