



## BUSINESS-TO-BUSINESS WHITE GLOVE DELIVERY

# You're in good hands.

Business or commercial deliveries require an extra level of care, coordination, and attention. As critical as the item delivered, the delivery solution's execution takes on a whole new level of importance. Whether it's a retail or equipment roll-out, sensitive medical equipment, or anything else that requires an above-and-beyond approach, EFW's business-to-business white glove delivery services are the answer.

Our expansive network of partners affords us great flexibility allowing us to assemble your customized carrier network. Our near twenty years of experience crafting solutions for virtually any scenario brings our customers the expertise, extra value, and peace of mind they need in a B2B logistics partner. We exactly meet your needs and accommodate changes with ease.

Our B2B White Glove Delivery solutions include:

- Worldwide B2B delivery network
- Concierge service approach
- 24/7 Customer service support
- EDI/API Connectivity
- Time-specific delivery
- Uncrating and debris removal
- Dropship vendor to customer solutions
- Special handling and circumstance expertise
- Complete assembly and installation services
- On-site coordination and direct communication with designated contacts

### Let's work together.

-  855-433-9669
-  [Sales@EFWnow.com](mailto:Sales@EFWnow.com)
-  [EFWnow.com](http://EFWnow.com)



## The EFW Experience

At EFW, the golden rule is our guiding principle. We've worked hard to create an environment that treats our clients, partners, and each other the way we would want to be treated. The EFW Experience is why our Net Promoter Score (NPS) remains high, why our relationships with our partners are strong and steadfast, and why our customers recommend us time and time again. To put it simply, it's about caring—every day, every step of the way.

**The EFW Experience is our:**

### CAPACITY

We've partnered with 10,000+ carriers to bring you the capacity and choice you need. Our connection to our parent company, Estes Express Lines, brings you access to 230+ terminal locations, 27,000+ trailers, and 8,000+ drivers. Through EFW Warehousing, EFW's full-service warehousing network, we provide our customers with over 2.78 million square feet of directly managed warehousing space and access to an extensive warehousing network across the United States.

### LONGEVITY

When you're in the shipping business, stability is key, and that includes financial stability. Since we were founded in 2003, we've grown every year—expanding our network to deliver better solutions to the customers we serve.

### REPUTATION

Our business is backed by a full range of accreditations and recognized with a wide array of business awards. To ensure industry-leading levels of client satisfaction and loyalty, we've implemented a formal Net Promoter Program and developed a team solely dedicated to the EFW Experience, which includes reputation management. We use the data collected to drive continuous improvement and elevation of service.

### PROCESS

The EFW process enables us to bring customers the most optimal solution for their needs. From discovery to design and implementation to in-depth reviews, we work hard to exceed expectations every time.

