

REMOTE LOGISTICS SOLUTIONS

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Global Shipments, Zero Friction.

Entrust your high-risk logistics to the experts.

Syncmatic Services — Supply Chain & Operations
Consulting



BUSINESS CONCEPT & MODEL

Model: Remote logistics coordination from India for biotech, labs, pharma, and time-critical freight.

- Core Promise: End-to-end ownership with guaranteed compliance, visibility, and performance SLAs.
- How it works: 24x7 Control Tower + partner network (airlines, forwarders, customs brokers, OBC) for global execution.
- Outcomes: Faster transit, fewer delays, lower operational risk, predictable costs.

Positioning: "One partner. Total ownership. Zero logistics frustrations."



TARGET INDUS- TRIES

Focus segments for time-critical and temperature-controlled logistics with strict compliance requirements.

01

Life Sciences & Biopharma

Human/animal specimens, reagents, kits; chain-of-custody and temperature integrity.

02

Clinical Trials Logistics

Protocol-aligned pickups, compliant documentation, site-to-lab coordination.

03

Temperature-Controlled Pharma

2-8°C and frozen payloads with validated packaging, data loggers, and dry ice.

04

High-Value & Emergency

Critical parts and relief supplies with NFO/OBC and priority handling.

SERVICE CATALOGUE

Our 7 core services for time-critical, temperature-controlled, and compliant shipments.



7 CORE SERVICES

- Air Next Flight Out (NFO)
- On-Board Courier (OBC)
- Temperature-controlled logistics (validated packaging, data loggers, dry ice)
- Customs brokerage coordination
- White-glove delivery (final mile)
- Clinical trial logistics (protocol/documentation)
- Documentation guidance & training

CORE PROMISE

- ✓ End-to-end ownership of every shipment
- ✓ Compliance-first approach (DG, permits, privacy)
- ✓ Proactive visibility and timely updates

POSITIONING

WHAT WE STAND FOR

- Single partner with total accountability
- 24×7 control tower for critical logistics
- Disciplined exception management

OPERATIONAL PROCESS OVERVIEW

From intake to delivery: compliance-first execution with real-time visibility and control.



DETAILED WORKFLOW STEP

Operational process 0-11 with accountable roles

- 0 Intake**
Logistics Coordinator — TMS record & SRN
- 1 Docs & Compliance**
Documentation Specialist; Compliance Analyst
- 2 Packaging & Temp**
Packaging Specialist; Ops Supervisor
- 3 Booking & Routing**
Routing Specialist; Carrier Relations (TMS/APIs)
- 4 Pickup & Origin**
Pickup Agent; Field Operations
- 5 Export Customs**
Customs Broker; Export Compliance Specialist
- 6 In-Transit Monitoring**
Control Tower; Escalation Lead
- 7 Import Customs**
Import Broker; Compliance & Customs Specialist
- 8 Terminal Handling**
Terminal Ops; Finance Tracker
- 9 Last-Mile Delivery**
Delivery Coordinator; Customer Service
- 10 Billing & Reconciliation**
Billing Specialist; Accounts Receivable
- 11 Post-Shipment Review**
Quality & Ops Excellence Team

Ownership hand-offs are managed in TMS with SLA timers and exception escalation.

REVENUE MODEL MONETIZATION

- Freight margin (cost-plus, never quote raw carrier cost)
- Control tower / operations fee (per shipment or retainer)
- Documentation & compliance (per shipment / permits)
- Customs coordination (non-brokerage)
- Premium & exception fees (NFO, OBC, after-hours, reroutes)

Note: Chart on right shows an illustrative mix for visualization; actual mix varies by client and shipment profile.

Revenue Streams (Illustrative Mix)

- Freight margin
- Control tower fee
- Docs & compliance
- Customs coordination
- Premium & exceptions



PRICING STRUCTURE

Cost-plus approach with defined service fees and exception billing to protect margin and align to SLA commitments.

PER-SHIPMENT

01

Freight + margin, control tower fee, documentation fee, and billable exceptions per shipment.

RETAINER

02

Monthly base with included shipments, overage pricing, and guaranteed SLAs for steady operations.

SLA-BASED TIERS

03

Silver/Gold/Platinum tiers with faster response times, dedicated staff allocation, and proactive rerouting privileges.

EXCEPTION PRICING MATRIX

04

After-hours support, weekends/holidays, reroutes, missed connections, and storage recovery—all chargeable.

TECHNOLOGY STACK & COMPLIANCE

Centralized TMS with API-based tracking, customs connectivity, and certified handling to ensure compliant, visible, on-time delivery.

01

TMS & Order Management

Single source of truth: routing, bookings, documentation, cost capture, SLA timers, shipment-level P&L and reporting.

02

Tracking & APIs

Real-time carrier integrations (API/EDI), proactive alerts (email/API), and optional sensors for temperature and location.

03

Customs Integrations

ACE (US) and EDI links elsewhere; broker connectivity for electronic declarations, status updates, and fee tracking.

04

Certifications & Compliance

IATA/ICAO DG training, temperature-controlled handling certification, data privacy for patient/specimen data, and broker partnerships.

TEAM STRUCTURE

Leadership-Driven, Execution-Focused Organization





RISK & COMPLIANCE

Quality Assurance

Our operational model is built on a foundation of rigorous compliance and risk mitigation, ensuring integrity for every high-value shipment.



COMPLIANCE-FIRST EXECUTION

Strict adherence to DG handling regulations, IATA/ICAO standards, and required import/export permits before movement begins.



CHAIN-OF-CUSTODY

Unbroken visibility and accountability at every handover point, ensuring complete traceability from pickup to final delivery.



DOCUMENT ACCURACY

Dual-verification processes for AWB, commercial invoices, and packing lists to prevent customs delays and regulatory fines.



DATA PRIVACY & CONFIDENTIALITY

Secure handling of sensitive client data and patient information, fully aligned with GDPR and HIPAA requirements.



CONTINUOUS TRAINING

Regular SOP audits and mandatory compliance training for all operational staff and

PERFORMANCE METRICS

Data-Driven Accountability & Operational Excellence

ON-TIME PERFORMANCE



98.5%

Last 12 Months Avg



COMPLIANCE PASS RATE



100%

Zero Critical Failures



EXCEPTION RESOLUTION



< 2 Hrs

Mean Time to Resolve



VISIBILITY ADHERENCE



99.8%

Milestone Updates



DAMAGE / LOSS RATE



< 0.01%

Claims Ratio



CLIENT SATISFACTION



75+

NPS Score (Excellent)



CASE STUDIES & EXAMPLES

Proven Performance in Critical Logistics Scenarios



Example A: Time-Critical Reagent Shipment

Urgent movement of temperature-sensitive reagents requiring strict -20°C maintenance across international borders via Next Flight Out (NFO) service.

- 100% Temperature integrity maintained
- Delivered < 48h door-to-door
- Zero customs hold-ups or exceptions



Example B: Clinical Trial Kit Returns

Consolidated return logistics for unused clinical trial kits from 15 investigator sites, requiring compliant destruction documentation and chain-of-custody.

Client names kept anonymous for confidentiality

- 99.5% On-Time Performance (OTP) over 3 months
- Full regulatory compliance documentation



Example C: High-Value Emergency Part (OBC)

Emergency On-Board Courier (OBC) transport for a critical aerospace component required to prevent an Aircraft on Ground (AOG) situation. Immediate deployment of courier with valid visas.

- ★ Courier deployed within 2 hours of request
- ★ Customs pre-clearance arranged in flight
- ★ < 2h Terminal dwell time achieved

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“Reliability isn't just a metric; it's the foundation of patient safety and operational continuity.”

— Client outcomes across 500+ managed shipments

GET IN TOUCH



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NEXT STEPS



Thank you for reviewing our Remote Logistics Business Blueprint. We're ready to demonstrate value quickly and align on operating rhythms.

- **Pilot engagement:** 2–4 weeks, limited lanes, clear SLAs and reporting.
- **Integration workshop:** TMS/API enablement and SOP alignment with your teams.
- **Tailored pricing proposal:** Retainer or per-shipment model with SLA-based tiers.

"Global Shipments, Zero Friction. Entrust your high-risk logistics to the experts."

Operated from Centralized Control Tower with a global partner network (airlines, forwarders, brokers, C