

— CASE STUDY

A supply chain that moved product, but couldn't account for it.

How a global manufacturer of specialized ultrasound devices set out to replace a fragmented multi-vendor logistics model with a single accountable partner, one system of record, and real-time visibility from airport recovery to final delivery.

— AT A GLANCE

CLIENT

Global manufacturer of specialized ultrasound devices

MARKET

United States distribution to clinical settings

PRODUCT PROFILE

Multi-component precision instruments, controlled ambient storage

SCOPE OF SERVICE

Import oversight, customs, receiving, controlled storage, outbound distribution

Devices were moving. Accountability wasn't.

A global manufacturer of specialized ultrasound devices distributes its equipment throughout the United States through a network of independent logistics providers. The devices are precision instruments: multi-component systems that require controlled ambient storage to guard against humidity degradation, and that must be fully intact and verified before deployment in a clinical setting.

The logistics model worked, in the sense that devices were moving. But as volume grew, the gaps between providers became impossible to ignore.

— THE CHALLENGE

Three problems that compounded each other.

01 No single source of truth for inventory

With importation, customs management, warehousing, and distribution split across separate vendors, the supply chain team had no real-time access to operational data. Answering basic questions — *Has the shipment cleared customs? Is this unit available to ship?* — required manual follow-up with multiple providers, often repeatedly, before getting a reliable answer.

The team was effectively managing inventory on monthly manual reports. In between, product status was largely unknown.

02 Damage was happening, but no one could say when or why

Cargo damage incidents were occurring regularly, but reporting was inconsistent and delayed. Because product passed through multiple independent hands — freight forwarder, airline dock, warehouse, final-mile carrier — no single party owned the chain of custody. When a device arrived damaged, it was often impossible to determine where in the process it had occurred.

The result: devices sat in inventory with uncertain condition status. When an order came in, the team couldn't always confirm whether the unit being pulled was deployment-ready. For a multi-component system, a single damaged or missing part means the entire device can't be used.

Fragmented providers meant fragmented accountability

Every handoff between vendors was a potential gap: in documentation, in response time, in who was responsible when something went wrong. Shipments sat on airline docks with no proactive notification. Customs clearance status had to be chased down. Inventory records lagged reality.

— For a multi-component system, a single damaged or missing part means the entire device can't be used.

— THE EAGLE SOLUTION

One partner. One system of record. One accountable party from arrival to delivery.

Eagle Life Science proposed replacing the fragmented multi-vendor model with a single integrated logistics framework — combining import oversight, customs management, receiving, controlled storage, and outbound distribution under one roof, one team, and one invoice.

Airport recovery and import control

Rather than leaving product exposed on airline docks, Eagle engages at the point of transport notification. When a shipment lands, Eagle's team recovers the cargo directly and moves it into Eagle's customs-bonded facility, eliminating the window of uncontrolled exposure where humidity damage and handling incidents most commonly occur.

Product is held in controlled quarantine until customs release, with pre-clearance processes in place to minimize dwell time. Controlled ambient conditions are maintained throughout.

Documented receiving and condition verification

Every shipment is inspected upon receipt before entering inventory. The condition is documented. Damage is photographed. Status is immediately logged. This creates a documented chain of custody at the point where gaps previously existed, and gives the manufacturer photographic evidence to support freight claims or corrective action when damage does occur.

Real-time visibility through a customer portal

Eagle's customer-facing portal gives the supply chain team direct access to operational data without waiting for reports or chasing vendors:

- **Shipment status and arrival tracking** — from transport notification through receipt
- **Customs release status** — automatically updated, no manual follow-up required
- **Inventory availability by unit and component** — including condition and disposition status
- **Distribution activity** — with GPS-enabled local delivery tracking via Samsara

The system supports barcode-enabled inventory input and electronic data integration, including structured data exports for use in the manufacturer's own systems.

Single-partner accountability

By consolidating all logistics functions under Eagle, the manufacturer eliminates the operational gaps inherent in multi-vendor models. There is one point of contact, one invoice, and one party accountable for the accuracy of every data point in the system.

— **One roof, one team, one invoice — and one party accountable for the accuracy of every data point.**

What this model is designed to deliver.

The integrated logistics framework addresses each of the manufacturer's stated operational challenges directly.

OPERATIONAL GAP	WHAT THE INTEGRATED MODEL DELIVERS
No real-time inventory or shipment status	Direct portal access to shipment, customs, inventory, and delivery data — without vendor follow-up
Inventory managed on monthly manual reports	Barcode-enabled inventory input with structured data exports into the manufacturer's own systems
Damage with no attributable point of origin	Documented, photographed condition verification at receipt, creating a chain of custody and claim evidence
Uncontrolled exposure on airline docks	Direct airport recovery into a customs-bonded, controlled-ambient facility with pre-clearance to limit dwell time
Uncertain deployment readiness at order time	Condition and disposition status visible by unit and by component before a device ships
Accountability split across vendors	One partner, one point of contact, one invoice, one accountable party for every data point

The difference between moving product and owning the outcome.

Most logistics providers can move freight. Fewer can take responsibility for the entire journey, from airport recovery to final delivery, while maintaining the documentation standards, condition controls, and real-time visibility that high-value medical devices require.

Eagle Life Science was built for exactly this. As an expedited logistics specialist for pharmaceutical and life science products, Eagle applies the precision, chain-of-custody discipline, and accountability standards of temperature-sensitive pharmaceutical logistics to the ambient medical device space. The systems, the documentation practices, and the operating mindset are already in place; they don't need to be built for each new customer.

For manufacturers distributing high-value diagnostic equipment in the United States, the question isn't just whether the product arrives. It's whether the right product arrives in the right condition, with full documentation, on a predictable timeline — and whether someone is accountable when it doesn't.

EAGLE LIFE SCIENCE

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Import Logistics · Customs Clearance · Controlled Storage · Distribution · Supply Chain Visibility