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## **B&H WORLDWIDE LAUNCHES GLOBAL 24/7 CRITICAL LOGISTICS CENTRE**

London Heathrow: Specialist aerospace logistics provider B&H Worldwide has extended its market-leading AOG service to cover its entire global operation. Based at London's Heathrow airport the new B&H 24/7 Critical Logistics Centre is a permanently staffed single point of contact for all customers needing expert critical logistics assistance – wherever they are located.

Says B&H's Group CEO, Stuart Allen: "When a customer calls us at 3am to ask for logistics help with a grounded aircraft they get straight through to one of our highly trained AOG team who can discuss their needs knowledgably and efficiently. We immediately spring into action and start working on resolving their issue, thereby minimising the impact of an aircraft on the ground and at the same time saving precious time and money".

Permanently staffed by a team of aerospace logistics professionals, the B&H Critical Logistics Centre handles some 21,000 AOG shipments a year and offers real-time, global tracking through its *OnTrack* system. *OnTrack* is B&H's I.T. platform which provides 24/7 real-time tracking of every AOG consignment. It works at customer order level rather than air waybill level thus speaks the customer's language; the B&H system tracks AOGs by part number, serial number, aircraft tail number, or for example by C-Check event so an engineer doesn't have to recall lengthy air waybill numbers to establish where the critical shipment is at any time, day or night.

Adds Allen: "We really understand this market, it's what we do and as a result we've witnessed double-digit growth in the number of AOG shipments we have handled over the last three years. We are continuing to see increasing demand for our service because customers know they can truly rely on us 24/7 and the concrete exemplification of this is our investment in the Critical Logistics Centre".

“Too many freight forwarders make claims about their capabilities in this field which are not backed up by the reality. Our AOG desk is fully staffed, 24/7 – it’s not a call out system but a genuine, manned office operated by a dedicated team of nine individuals with more than 27 years’ experience in handling the most complex AOG requests”, he concludes.

Andy Smith, Operations Director, AJW Group says *“We’ve worked with B&H Worldwide for more than two decades because time and time again they come up with excellent solutions to our problems, as well as providing continuous great customer service”*.

The B&H Worldwide 24/7 Critical Logistics Centre, with its single point of contact, becomes fully operational on August 1<sup>st</sup> 2015. With a global network of its own offices in Europe, Asia, the Americas and Australasia, B&H aims to minimise the impact a grounded aircraft can have on an airline’s operation – wherever in the world the need arises.

Customers can reach the B&H 24/7 Critical Logistics Centre on +44 (0)20 8827 0540 and via e-mail on [247CLC@bhworldwide.com](mailto:247CLC@bhworldwide.com)

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### About B&H Worldwide

Established in 1988 in the UK, B&H Worldwide is a market leader in the highly specialist aerospace parts industry. Over the last quarter of a century it has expanded globally and today operates from ten strategically located aerospace hubs around the world and has a customer base which includes airlines, spare part stockists, MROs and repair vendors. Its innovative, in-house designed IT solutions are highly tailored to suit customer operating models and its OnTrack software sets the benchmark for the aerospace logistics industry.