Convergint

Case Study: Convergint

ECHO Transportation Simplified™

Convergint Technologies Ensures Safe Shipping with EchoInsure+, Echo Global Logistics' Cargo Insurance

Through an expedited claims process with faster resolution, Echo made shipping Convergint's high-value freight stress-free.

Challenge

Ensure the safety of Convergint's high-value technology throughout the shipment process.

Solution

Utilize EchoInsure+, Echo's cargo shipping insurance, to ensure a safe and secure shipping experience.

Result

Convergint can ship important goods worry-free, secure in the knowledge that Echo will be able to recover damaged or lost products.

Large-Scale Freight Needs for a High-Value Shipper

Convergint Technologies, a banking security technology organization, ships a great deal of high-value commodities to top tier banking companies around the country. With products including ATMs, safes, conduits, and an array of security instruments, keeping these important commodities in prime condition is essential to Convergint's business. As a high-value shipper which operates largely in the less-than-truckload (LTL) space, Convergint keeps a close eye on key performance indicators such as cost per commodity, on time in full delivery performance per carrier, and claims ratios.

For one such high-value shipment, Convergint needed to move a large quantity of ATMs. These banking machines needed to be secured properly in order to maintain product integrity upon arrival. To prepare for this, the devices had been equipped with wheels to move more smoothly between trailers and docks in the loading process.

Despite explicit instructions from Echo, the ATMs were accidentally loaded onto faulty pallets by the carrier. As a result, the products could not be secured as required during transit. Upon arrival, the pallets had broken, leaving the high-tech devices damaged and in need of significant repair.

> "We were thankful that we had included EchoInsure+ on this particular shipment. It quickly allowed us to turn a major roadblock into a readily available solution."
>
> —Jennifer Smith, Supply Chain Manager, Convergint

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In 2023, Echo Global Logistics, a leading third-party logistics provider of technology-enabled transportation and supply chain management services, introduced EchoInsure+, a means to add an extra layer of protection to LTL shipments. This shipping solution offers:

- Affordable, best-in-class coverage
- Claims paid in as fast as 10 days
- Zero deductible up to $10,000
- Broader protection with fewer exclusions
- Full value coverage rather than limited carrier liability

Fortunately, Convergint had included EchoInsure+ on its damaged ATM shipment. Convergint's client was able to receive reimbursement for 75% of the value of the product, and the parts from the machines were able to be salvaged. The turnaround for filing and resolving the claim was swift and the time lost and the damage dealt was resolved much more easily than if the shipment had not been insured.

> "We're able to continue to ship our high-value products worry-free with Echo's help and we're grateful for the support of their innovative services and dedicated team."
>
> —Jennifer Smith, Supply Chain Manager, Convergint

With EchoInsure+, the shipping and claims process is significantly easier, and in the event of lost or damaged goods, the client payout much more accurately retains the value of the product. Now, Convergint ships nearly every load with EchoInsure+, providing peace of mind when transporting their business's valuable products.

To learn more about how Echo can simplify your transportation needs and help your business grow, contact us today at 800.354.7993 or info@echo.com.

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