



Case Study

Mainway Successfully Installs a New Conveyor System for DHL on Time, on Schedule and on Budget

About

DHL International is present in over 220 countries across the globe - making it the most international company in the world – and their workforce exceeds 350,000 employees. DHL Express is a division of DHL International, specializing in international shipping and courier delivery services. Their wide range of express parcel and package services, along with shipping and tracking solutions, are designed to satisfy the delivery needs of every client.

Business Challenge

DHL Express needed to find a company that could supply and install a conveyor system for their new Hamilton, Ontario expansion. Steve Vitella, a Project Manager for DHL Express, oversees all of the group's facility upgrades, as well as new facilities being brought online to support the company's growth. For their new Hamilton facility, he was looking for a single source contractor that was capable of doing the engineering, manufacturing and installation on both the electrical and mechanical aspects of the project. The problem was that there were so few companies in Canada that were truly qualified to be considered as a single source contractor. At the time, there was only Mainway, MHS - Material Handling Systems and Alfacon Solutions.

Vitella also wanted to avoid getting into differences of interpretation concerning project requirements and technical specifications, and what was included and not included in the contract. He wanted a contractor that, if there were any challenges throughout the process, would review them with him, come to an understanding and move forward without any delay to the project.

Business Solution

Vitella invited Mainway and one other contractor to submit bids for the new installation at the DHL Hamilton location. After reviewing Mainway's bid carefully, Vitella established that their bid package was clear, more comprehensive and that it included everything that was asked for. Vitella was comfortable with Mainway's bid and awarded the contract to them.

Business Results

Mainway's strength in project management was quickly proven. According to Vitella, "Mainway was very thorough. They didn't leave anything to chance, and they took care of all the little issues that usually come up, from material delivery delays to any issues with their own sub-contractors." Vitella continues, "they just handled it all and I didn't have to get involved with any problems. They just got the job done."

Vitella concludes, "I like dealing with people on a personal level, and dealing with Dave Plante (Head of Project Management), Chris Russell (Sales Manager), Michael Moar (Account Manager) and the rest of the team at Mainway was a real pleasure. It was very different from managing the day-to-day hassles of people who are working to a different agenda. Mainway understood our goals and met them all."

"Dealing with Mainway was a pleasure. The project got done on time, on schedule and on budget. We have been working with Mainway ever since."

– Steve Vitella, Project Manager for DHL Express