



CHOOSING THE RIGHT LOGISTICS PARTNER:

What Healthcare Leaders Need to Know



Introduction:

The True Cost of “Cheap” Logistics

Moving a box is easy. Keeping your business moving? That takes a partner you can trust.

In logistics, what seems inexpensive often costs the most in the long run. A provider might offer low rates—but what happens when deliveries are late, products are damaged, or inventory is inaccurate? For retail and healthcare organizations, these breakdowns are more than operational hiccups; they erode customer trust, delay patient care, and ripple through your entire supply chain.

At Translogistix, we’ve seen what happens when companies choose cheap over competent. We’re often brought in to pick up the pieces when another provider breaks client trust and doesn’t come through. Our message is simple: there’s a difference between getting something delivered and getting it delivered right.

What Clients *Think* They Need vs. What They *Really* Need

Getting it there is simple. Getting it right is where most logistics providers fail.

When searching for a logistics partner, many decision-makers focus on the basics: delivery times, costs, and geographic reach. These are important—but they only scratch the surface of what should be considered. What retail and healthcare operations truly need is a partner that anticipates problems before they arise, adapts quickly, and integrates seamlessly into your operation.

Here are a couple of real world examples:

A national retailer may think they need a provider who can deliver to every location—but they actually need one who can handle region-specific compliance, staffing fluctuations, and store-by-store scheduling differences.

A healthcare network may prioritize intact packages and on-time deliveries—but what they really need is a provider that can ensure traceability, handle chain-of-custody logistics, and communicate proactively in critical situations.

The gap between expectations and reality can make or break your supply chain. That's why Translogistix focuses not just on delivery, but on the measurable outcomes that impact your operations—speed, accountability, and service integrity.

Common Red Flags in Logistics Providers

Your products aren't just freight, they're patient care, customer experience, and brand trust.

In logistics, failure isn't just about delays—it's about downstream risk.

If you've worked with logistics partners in the past, you may recognize some of the common challenges below that signal it's time for a change:

- **Overpromising, Underdelivering:** Providers that say “yes” to every request but fail to follow through.
- **Lack of Visibility:** You don't know where your goods are—or who to call when something goes missing.
- **Limited Flexibility:** Fixed schedules, rigid service zones, or a refusal to customize based on your needs.
- **Tech Resistance:** Still relying on paper logs or outdated systems that don't integrate with your tech stack.
- **Poor Communication:** You hear about delays after your customer does.

Things happen in logistics. What matters is how—and how fast—your logistics partner can respond. Translogistix builds responsiveness and transparency into every relationship. Our clients don't have to chase updates—we gladly provide them, in real time.

What Matters Most in a Logistics Partner

When evaluating providers, prioritize capabilities that drive long-term value for your business:

- **Responsiveness:** When an unexpected issue occurs, is your provider alert, communicative, and quick to resolve it?
- **Accountability:** Do they own the outcome—or do you find yourself managing their mistakes?
- **Flexibility:** Can they adapt to seasonal volume shifts, schedule changes, or store-specific requirements?
- **Performance Metrics:** Do they provide transparent, regular reporting on key metrics like on-time delivery, scan compliance, and service KPIs?
- **Technology Integration:** Can they plug into your systems, enable real-time updates, and help you optimize routes and inventory?

Vendor Comparison Grid

Feature	Typical Providers	Best-in-Class Providers (Like TLX)
On-Time Delivery Rate	80–90%	97%+ with documented compliance
Communication	Reactive, inconsistent	Proactive, real-time updates
Flexibility	Fixed routes and timelines	Custom scheduling per site/store
Reporting	Basic or delayed reporting	Weekly scorecards and live dashboards
Tech Integration	Paper logs, siloed systems	Seamless integration and app-based ops

7 Questions to Ask Before You Sign a New Logistics Partner

Don't sign a new logistics contract without getting clear, confident answers to these questions:

1. What is your current on-time delivery rate, and how is it measured?
2. Can you provide weekly or monthly performance scorecards?
3. How do you handle last-minute changes to delivery windows or volume spikes?
4. What happens when a delivery is missed or delayed—who calls whom?
5. Are your drivers and dispatchers trained in client-specific protocols?
6. How do you ensure the security and safe arrival of high-value, fragile or sensitive items?
7. Can your systems integrate with our WMS or inventory platforms?

How Translogistix Measures Up

At Translogistix, we don't just promise reliability—we build it into every shipment, every route, every day.

Here's how:

Proven Track Record in Healthcare

We've supported Johns Hopkins Hospital for more than 20 years, meeting the strictest standards of compliance, timeliness, and trust.

Scalable Retail Logistics

Our rapid rollout with Five Below across multiple states demonstrates our ability to scale fast while staying accurate and on-brand.

Top Rankings Across Clients

Translogistix is regularly ranked in the top 10% of logistics providers—often at #1—on client scorecards.

Operational Excellence

- Real-time scan compliance
- In-house dispatch and fast problem-solving
- Proactive exception reporting
- Training and tools for all drivers and partners

Where others outsource or excuse, we solve issues at the source—with hands-on accountability at every step.

Redefining What 'Reliable' Means

Translogistix defines reliability as putting clients at the center of every decision, investment, and innovation. Whether you're moving pallets, pharmaceuticals, or a new product line, we make your priorities our priorities.

Let's redefine what reliable logistics looks like. Book a consult with Translogistix today: 301-495-0000

