

# STREAMLINING **DOCK MANAGEMENT** FOR A MULTI-TENANT LIFE SCIENCES FACILITY

A leading **property management company** oversees a multi-tenant life sciences facility with two buildings—originally designed as office spaces but later converted into research labs. While this transformation created opportunities for innovation, it also introduced complex logistical obstacles.

## ! THE **CHALLENGE**

Unlike traditional office environments, life sciences labs require **specialized handling** of incoming and outgoing shipments. The property management team quickly realized that **managing these logistics across two buildings** was becoming increasingly difficult.

The shipments included sensitive and hazardous materials, requiring strict compliance, accountability, and proper handling. These shipments also needed to be distributed across various facility areas, increasing unnecessary foot traffic and disrupting operations. The client needed a proven lab services partner with **expertise in dock management** to handle these challenges efficiently.

## ✓ THE **SOLUTION**

Flagship Lab Services stepped in with a **full-service dock management solution** designed to optimize the flow of shipments. Our end-to-end approach took the pressure off both the property managers and the scientists, allowing them to focus on their core responsibilities.

Our services focused on the following:

► **Dock Management & Package Tracking:**

Implementing a structured system to receive, document, and track all shipments, ensuring complete visibility from arrival to final delivery.

► **Advanced Shipment Monitoring:**

Incorporating a tracking platform, recording key metrics such as delivery timelines, package volume, and processing times. As well as documenting damaged or refused packages with photographs for accountability.

► **Automated Notifications & Chain of Custody:**

Sending automated notifications to tenants upon package arrival, reducing confusion and ensuring a transparent chain of custody.

► **Regulatory Compliance & Safety Support:**

Adhering to strict handling protocols, ensuring that hazardous and temperature-sensitive shipments were delivered safely to designated areas.

► **On-Site Safety Oversight:**

Dedicating safety specialists to conduct routine safety walks to proactively address potential risks and maintain compliance with industry regulations.



## ↑↑ THE **OUTCOME**

By partnering with Flagship, the client **transformed their dock management**, increasing tenant satisfaction. The client was able to provide an added layer of visibility to property managers and tenants.

Our services aided in controlling dock access and coordinating with vendors to ensure site safety. Our dock management services include sending customer satisfaction surveys to the tenants to collect their feedback and improve processes. Thanks to our efficient services, several tenants turned to Flagship for lab support.

