



# Saving lives, one booking at a time

**This CWT client, a global leader in cell therapy, faced major logistical challenges in transporting life-saving biological products.**

**Relying on volunteer and staff couriers, they needed a trusted partner to manage complex travel logistics, tight 48-hour delivery windows, security concerns, high cancellation rates and strict airline regulations.**



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**The fulfilling feeling that your staff played a role, it's just so rewarding. Our counselors absolutely love it and that's why they're committed. They're so committed to it that they regularly make personal sacrifices like giving up days off.**

**Jodi Abraham**

Team Leader, CWT

# 20+

## year relationship

CWT has been providing managed travel services to this organization for more than two decades.



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# 24/7

## Dedicated service team

CWT provides a dedicated team of travel counselors committed to delivering exceptional service. The team manages logistics for donors to attend facilities that allow them to provide life-saving bone marrow. We then arrange the travel for the couriers who transport the donated marrow to where it is needed for patients, across the U.S., and often internationally. →



# 35-40%

## cancellation rate

Donor health is a priority, and travel often needs to be cancelled due to donor wellbeing.

All trips are booked using flexible fares to ensure funds are not wasted.



>90%

## Client satisfaction scores

Through the unwavering dedication of the CWT team to exceed expectations and deliver exceptional services.





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# 7,994

## lives saved in 2024

Through effective logistics management





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**This has been a year of great development for our Logistics and CWT teams! New team members and strong communication between our teams supported our mission of not only meeting but exceeding our goal with 7,994 lives saved. We appreciate each one of you.**

**Logistics Team**

**Global leader in cell therapy**

**CWT's partnership with this global leader in cell therapy exemplifies how flexibility, customization, and a deep commitment to the mission can make a tangible difference.**

**By acting as an extension of the client's team, CWT plays a critical role in the life-saving work of transporting biological products globally with precision and care.**



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