



Anything, Anywhere

*Arnoff Global
Logistics Brings
Hudson Valley's
Products to
the World*

It was 9:30 on a Friday night when Dan Arnoff, Business Development Manager for Arnoff Global Logistics, got the phone call. A scheduled shipment of manufacturing equipment from the West Coast that needed to be on the East Coast within 48 hours had run into a problem. A last-minute addition of an extra piece of equipment meant another truck would be needed to complete the move.

Within an hour, the problem was solved. Arnoff was able to secure another truck for the shipment and the goods arrived at their East Coast destination as scheduled. It was a perfect example of what Arnoff Global Logistics' President Mike Arnoff says his company is all about: "We are

problem solvers," he says. "We want our customers to know that we will give them turn-key solutions to any of their moving and logistics problems."

Whether moving multi-million dollar shipments of sensitive manufacturing equipment or centuries old antiquities, Arnoff Global Logistics has earned a reputation for its attention to detail and personal service. The company has worked with IBM since the 1950s, when it moved an IBM system to the Bank of London. Since then, Arnoff has worked with the computer giant on scores of local, national and international moves.

"I think our long-standing relationship with IBM can be attributed to our reliability and quality," says Dan. "IBM is 100 percent focused on those two things and we are also. We pride ourselves on serving our customers and that means if something changes during the course of a job—even if that means adding another truck to a shipment at the 11th hour—we can change with it."



ARNOFF
GLOBAL LOGISTICS



Logistics in the Post-9/11 World

Frequent flyers know that air travel became much more difficult after 9/11, but the same is true for air cargo shipments.

"Life before 9/11 was quite a bit different," says Mike Arnoff, President of Arnoff Global Logistics. Air freight today is subject to much stricter controls—controls that can cause serious delays if a shipper is unprepared for the myriad of security clearances that must be met.

To ensure that its customers' shipments don't get held up in lengthy security reviews, Arnoff Global Logistics pursued and received Indirect Air Carrier (IAC) certification from the U.S. Department of Homeland Security's Transportation Security Administration (TSA). Per the TSA, the rating is for any "person or entity within the United States not in possession of a Federal Aviation Administration air carrier operating certificate that undertakes to engage indirectly in air transportation of property, and uses, for all or any part of such transportation, the services of a passenger air carrier."

To receive IAC certification, Arnoff Global Logistics underwent a stringent security threat assessment that required the company to demonstrate how it operates; its hiring and training procedures; and how it manages its facilities and equipment. "It was a lengthy process," says Arnoff, one that included documenting who can enter the company's facilities and where they can go when they come in. All Arnoff employees have undergone background checks and the company has satellite technology that enables personnel to track bar-coded shipments anywhere in the world in real time. But earning TSA IAC certification is an on-going

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process, one that Arnoff personnel must always be ready to demonstrate. "The TSA can conduct a surprise visit at any time to ensure all criteria are being met," Arnoff says.

In the 12 years since the terrorist attacks, ground shipments have also had to adapt to stricter security clearances, especially those that involve tunnel or bridge crossings. To keep abreast of the constantly changing regulations, Arnoff has a staff member who is responsible for tracking all permitting requirements and restrictions, including those for hazardous materials and overweight and/or overheight shipments. "We pride ourselves on being problem solvers," Arnoff says. "When you transport with Arnoff, you won't get service for just one leg of your move. We'll take care of the move from start to finish."

Quality Control In All Facets

With 250 employees, six warehouse locations in New York, Connecticut and Florida, and a fleet of more than 200 company-owned trucks, trailers and flatbeds including specialized high-cube, climate-controlled trailers, Arnoff offers its customers a level of quality control that others who sub-contract parts of the moving process cannot. "There are people who can provide rigging services and people who can transport, but we do it all," says Dan. "By controlling our own assets, we control the quality and the outcome of each project."

Arnoff's assets also include the company's human capital—its employees—many of whom are highly skilled in professional rigging and millwright services. Others are clean room-certified, while still others provide custom crating and final mile delivery services.

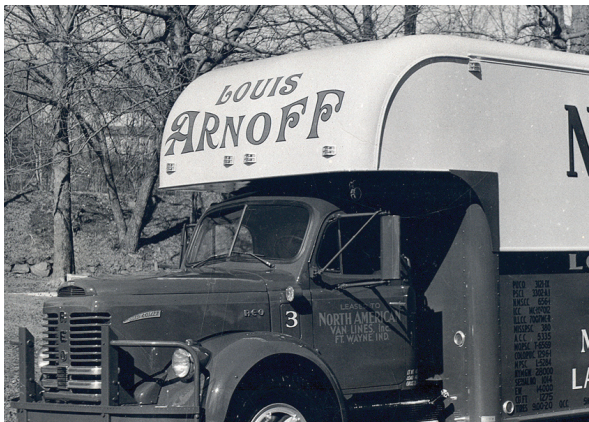
All of those aspects of the business were employed in the move of a major semi-conductor chip fabricator. Arnoff personnel worked in conjunction with decontamination teams, electricians and plumbers to disconnect, rig and ship 512 oversized, extremely sensitive production tools from multiple clean rooms that occupied more than 250,000 square feet. Arnoff employees then fabricated more than 2,000 custom heat-treated wooden crates approved for international shipping. The company also served as the exclusive freight forwarder, getting these crates to their final destinations in Europe and Asia.

Although a third of the company's business comes from the high-tech sector, Arnoff Global Logistics also provides services to all industries, from producers of applesauce to costume jewelry. In the past year alone, Arnoff has provided: final mile deliveries and installation services for more than 20 school dormitories across the Eastern seaboard; warehousing and distribution services for kitchen products sold on television; and assisted in the packaging and transportation of specialized medical equipment destined for cancer clinics in South America.

Simplifying Complex Moves

With its complete suite of moving and storage services, David Feldman, Arnoff's Vice President of Sales, says Arnoff Global Logistics wants to eliminate the hassle of moving for its customers. "We have experts on lab moves, on clean room moves and on rigging for heavy equipment. We have so much experience, that's why we tell our customers, 'Let us be a resource for you.'"

That is exactly what Prof. Richard Gross, Ph.D., did. When it was necessary for him to move sensitive scientific instrumentation equipment valued at well over \$1 million from seven laboratories at New York University Polytech in Brooklyn to the Center for



From Sculptures to Semi-Conductors

Like most immigrants in the early 20th century, Abraham Arnoff and his son, Louis, were willing to work hard to make a new life for their family in America. After arriving from Russia, the Arnoffs settled in Lakeville, Conn., and quickly earned a reputation in the community for their work ethic—and their truck.

The father and son were often asked by locals who had traveled to Europe to use the truck to pick up the travelers' furnishings, crates, etc., at New York City's ports. Given the care with which the Arnoffs treated these precious antiques and works of art, word quickly spread to some of the New York area's largest museums and auction houses that when you had to move

something of great value, the Arnoffs were the people to call. Since 1924, the company's clients have included the Metropolitan Museum of Art, the Franklin D. Roosevelt Library & Museum and Christie's Auction House.

As their business has grown over the past 10 decades, the Arnoffs have continued to move items of great value, but today, those items could just as easily be multi-million dollar semi-conductors. As IBM's go-to moving company since the 1950s, Arnoff has earned a reputation for skillful moves of highly technical equipment ranging from solar power components to cell phone towers.

But even as the company has evolved into a global logistics firm that serves scores of high-tech businesses, Arnoff is still true to its roots, having just recently moved a collection of Napoleon Bonaparte's artifacts to several new museum showings. Carefully crated and packed in a climate-controlled and Arnoff-owned truck, the shipment was valued at nearly \$20 million.

For some, the move may have been a white-knuckler. For the Arnoffs, you might say it was just another day at the office. "Every move we do is valuable—especially to the people whose goods we are moving," says Mike Arnoff.

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Biotech and Interdisciplinary Sciences at Rensselaer Polytechnic Institute (RPI) in Troy, he chose Arnoff.

"I looked at four different movers but was struck by Arnoff's professionalism from the walk-through to the end of the move," he says. "They asked a lot of questions and did not make any assumptions. They told us how to prepare, how they'd handle the equipment and offered useful suggestions. They were there when they said they'd be there. And their price was better than any of their competitors."



Gross' equipment included biological samples that needed to be kept at minus 80 degrees Celsius. Arnoff personnel made sure they were the last items loaded onto the company's climate-controlled trucks and the first items off. "Many of our shipments are very sensitive," Mike says, noting that the company has extensive experience in moving complex equipment that has specific requirements for timing, temperatures, humidity and stability. "Our air-ride trailers are so smooth that you could put an open cup of coffee in the trailer and drive it for hundreds of miles and it would never spill," Mike adds.

Gross had anticipated his move out of NYU Poly would take two days and that it would take another two days to move into his new labs at RPI, but thanks to Arnoff's professionalism and efficiency, his equipment was moved and delivered in half that time. "The crew was terrific," Gross says. "They went above and beyond our expectations."

That's just what Mike Arnoff wants to hear. "We're not a giant company, we're a medium-sized company with the reach of a giant company," he says. "Our only measure of success is when we exceed our clients' expectations."



Three generations of Arnoffs: Richard, Mike and Dan.



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