

**CASE STUDY**

# Mainway successfully installs Conveyor System for DHL on time, on schedule and on budget.



“Working with Mainway, the project was completed on time, on schedule and on budget. We have been working with Mainway ever since.”

– Steve Vitella,  
Project Manager for DHL Express

## ABOUT

DHL Express, a division of DP DHL, is a major international courier company serving over 220 countries across the globe. They offer a wide range of parcel and package services along with shipping and tracking solutions designed to meet the needs of every client.

## BUSINESS CHALLENGE

DHL Express was looking for a single source integrator who could take a project from start to finish and manage all aspects of the project for their Hamilton Ontario expansion. Steve Vitella, Project Manager, recognized that there were few single source integrators in Canada and was looking for other options – which is how they discovered Mainway Handling. In addition, Mainway was also geographically close to DHL’s Hamilton location – making it simpler and easier to work with them on the project.

## BUSINESS SOLUTION

Vitella invited Mainway, along with other integrators, to submit bids for the new installation at the DHL Hamilton location. After reviewing all bids, it was determined that Mainway’s was thorough, comprehensive and very competitive and they were awarded the contract.

## BUSINESS RESULTS

Mainway’s strength in project management was quickly proven. They were very thorough. They didn’t leave anything to chance, and they took care of all the issues and details that came up. Says Vitella, “They handled it all and I didn’t need to be involved with any of the usual issues with sub-contractors. They got the job done.”

Vitella concludes, “Working with Dave Plante (Head of Project Management), Chris Russell (Sales Manager), Michael Moar (Account Manager) and the rest of the team at Mainway is very positive. Mainway understands our goals, schedules, requirements and cost constraints and meets them all.”

