

# AFTERMARKET FINAL MILE TO ENGINEERS



**Reducing the time to serve by rapidly delivering spare parts to field engineers reliably, flexibly, and cost effectively**

Field engineers need prompt spare parts delivery to get equipment back up and running as quickly as possible. Whether undertaking a scheduled maintenance task or an emergency repair, they need to know where their part is and when it will arrive.

## **TYPICAL BUSINESS CHALLENGES**

- Maximizing engineer productivity
- Achieving parts visibility in the supply chain
- Meeting service level agreements
- Improving customer satisfaction
- Optimizing aftermarket costs



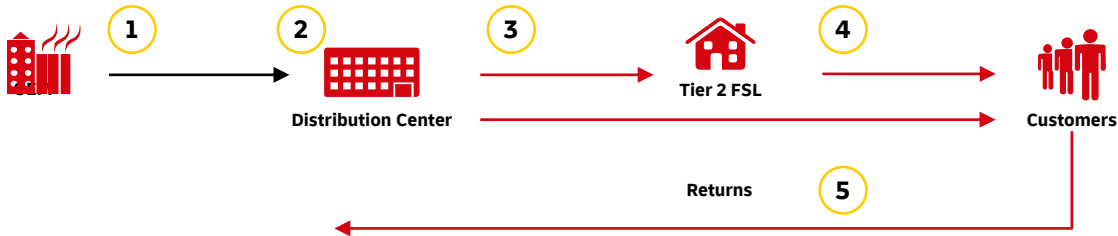
## DHL SOLUTION

This highly customizable solution reduces the aftermarket time to serve. It ensures the reliable, flexible, and cost-effective delivery of spare parts to field engineers in the final leg of the transportation journey – from a local forward stocking facility to the engineer’s current location.

## SOLVING YOUR BUSINESS CHALLENGES

- ✓ **Maximizing engineer productivity** – Efficient use of the field engineer’s time; flexible delivery options; an Uber-like transportation experience
- ✓ **Achieving parts visibility in the supply chain** – End-to-end real-time inventory and shipment visibility; parts are ordered through the original equipment manufacturer (OEM) aftermarket system
- ✓ **Meeting service level agreements** – Ensure stocking points are located close to demand
- ✓ **Improving customer satisfaction** – Higher service levels; more responsive solution
- ✓ **Optimizing aftermarket costs** – Supply chain cost management for both urgent and non-urgent deliveries

## DELIVERING SPARE PARTS TO FIELD ENGINEERS RELIABLY, FLEXIBLY, AND COST EFFECTIVELY



## AFTERMARKET FINAL MILE TO ENGINEERS



### KEY BENEFITS FOR YOUR BUSINESS



#### FASTER

Improve the aftermarket time to serve



#### STREAMLINED

Efficient operations across the supply chain



#### ADVANCED

Leverage DHL’s multi-user forward stocking network



#### LOWER COST

Cut operating expenses