

# SERVICE LOGISTICS NETWORK



## Delivering parts on time, every time for surgical capital equipment, diagnostic instruments, and imaging devices

With efficient product maintenance and lifecycle management, manufacturers can ensure the availability of surgical capital equipment, diagnostic instruments, and imaging devices. Rapid delivery of parts is an essential aspect of this.

### TYPICAL BUSINESS CHALLENGES

- Avoiding down times
- Ensuring parts availability
- Collaborating with engineers
- Providing inventory visibility
- Achieving compliance
- Controlling the aftermarket supply chain



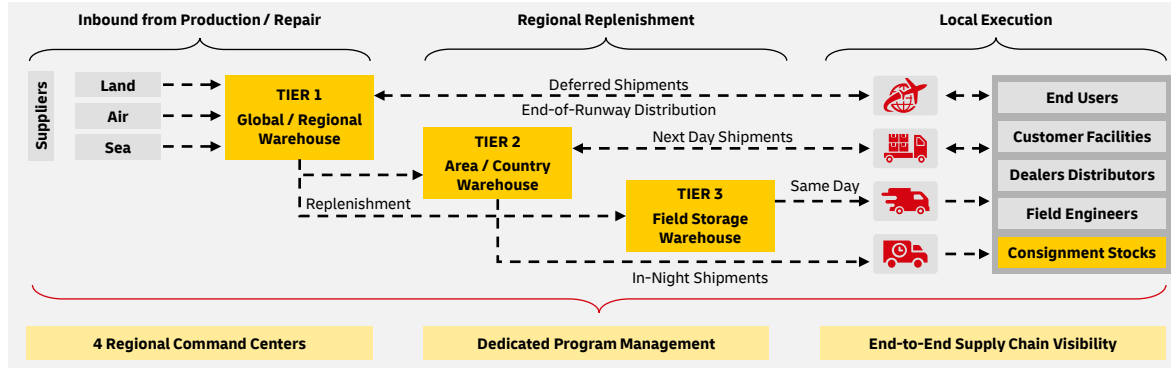
## DHL SOLUTION

This solution manages aftermarket inventory storage and delivery activities for medical equipment manufacturers in the life sciences industry. Based on DHL's global tiered service logistics network and single IT platform, it provides standardized processes supported by four regional command centers.

### SOLVING YOUR BUSINESS CHALLENGES

- ✓ **Ensuring parts availability** – Supports time-critical delivery; parts are stored close to the point of consumption; reliable shipment at any time of parts for urgent repairs and scheduled maintenance; broad range of transportation options and management services; network supports an agile aftermarket supply chain
- ✓ **Collaborating with engineers** – Enables a smooth handover process; real-time tracking of parts and technical engineers
- ✓ **Providing inventory visibility** – Robust IT platform for visibility of all inventory holding points including forward stocking locations (FSLs) globally; every consumption is visible in near real time, improving billing and payment cycles
- ✓ **Achieving compliance** – Track, trace, and manage inventory in accordance with regulatory standards; meets life sciences compliance requirements
- ✓ **Controlling the aftermarket supply chain** – Global, standardized processes drive uniformity, accuracy, and compliance for manufacturers across regions and countries

### DELIVERING PARTS ON TIME, EVERY TIME



## SERVICE LOGISTICS NETWORK



### KEY BENEFITS FOR YOUR BUSINESS



#### COMMAND CENTER

Schedules, tracks, and supports the entire process 24/7



#### RELIABLE

Robust parts delivery



#### FAST

Urgent delivery within 2 or 4 hours



#### GLOBAL

Global service network across 130 countries