

# AFTERMARKET REPAIR SERVICES



## Reducing the time to serve by providing a one-stop reverse logistics solution

Device manufacturers with aftermarket service commitments and contractual obligations must ensure rapid product repair and return. Customers include wholesalers, distributors, and retailers (business-to-business) and end users (business-to-consumer).

### TYPICAL BUSINESS CHALLENGES

- Enabling fast, high-quality repairs
- Minimizing turnaround time
- Achieving visibility in the supply chain
- Meeting service level agreements
- Improving customer satisfaction
- Optimizing aftermarket repair costs



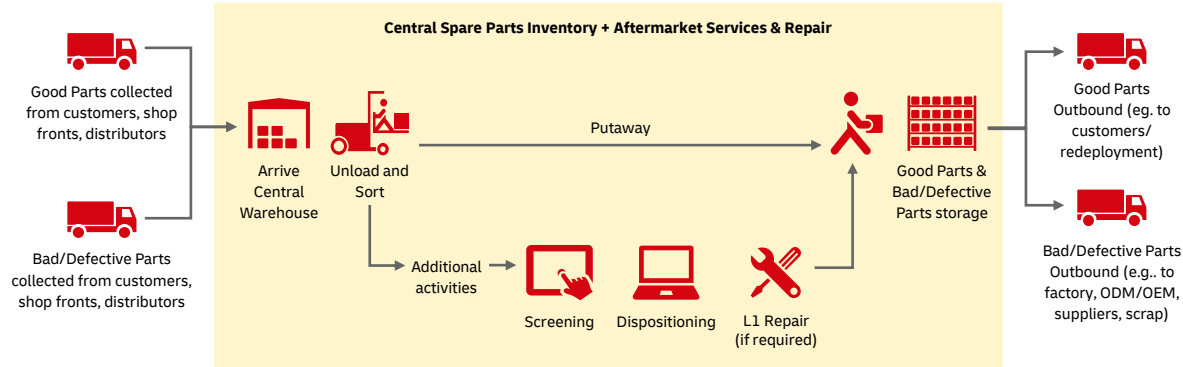
## DHL SOLUTION

This solution reduces the aftermarket time to serve through reliable and cost-effective logistics management of customer products for level 1 screening, repair, and rapid return. It includes spare parts pre-positioning and storage, delivery scheduling, and parts reuse, recycling, and disposal.

### SOLVING YOUR BUSINESS CHALLENGES

- ✓ **Enabling fast, high-quality repairs** – One-stop solution for simple aftermarket repair activities; includes specified engineering capabilities and skillsets; parts availability for timely local repair services
- ✓ **Minimizing turnaround time** – Accelerates processes by removing unnecessary touchpoints between the customer and the warehouse, repairer, and carriers
- ✓ **Achieving visibility in the supply chain** – End-to-end real-time inventory and shipment visibility
- ✓ **Meeting service level agreements** – Fulfill all contractual obligations, particularly turnaround times; reduces dependency on third-party repairers; full customs compliance capabilities
- ✓ **Improving customer satisfaction** – Higher service levels; more responsive solution
- ✓ **Optimizing aftermarket repair costs** – Supply chain cost management; lower storage and transportation costs

### A ONE-STOP REVERSE LOGISTICS SOLUTION FOR AFTERMARKET REPAIR SERVICES



## AFTERMARKET REPAIR SERVICES



### KEY BENEFITS FOR YOUR BUSINESS



#### FASTER

Improve the aftermarket time to serve



#### STREAMLINED

Efficient operations across the supply chain

### ADVANCED

Leverage DHL's global service logistics network and warehouse/distribution center operations



#### SCALABLE

Capacity To expand/contract storage, aligning with inventory requirements



#### LOWER COST

Cut operating expenses