The Integrated Solutions Center at the heart of our European Transport Network

With strong economic growth, availability of a talented workforce and located in the geographical heart of Europe, Leipzig has proven attractive for a number of blue chip manufacturing companies and is evolving as a major logistics location. In 2008, DHL re-located the European DHL Air Hub to Leipzig, becoming a pivotal location in Europe for the DHL EXPRESS Network. DHL complements the broad logistics offering in Leipzig with an Integrated Solutions Center, in direct proximity to the DHL Air Hub. This facility offers best-in class warehousing and value added services and a direct inject of goods into the EXPRESS network.

INDUSTRY CHALLENGES

The success of the Medical Device industry is closely linked to its ability to adapt to changing market requirements with increased cost pressure from the public sector (Government cost cutting programs) and price erosion/commoditization across all product segments leading to lower margins and resulting in cost pressures on logistics.

It’s becoming vital to maximize the value of a product from an early stage and ensure the best customer experience across all geographies.

Companies are challenged with rising demand on service levels, and the need for continuous availability of products, while ensuring minimum turnaround times for screening, maintenance and repair. Fulfilling the demands of customers at a competitive price level requires streamlining of existing supply chains, reducing field stocks, increasing transparency and utilizing effective performance management tools.

Industry Challenges
- Rising service demands; product availability at all times
- Inconsistent customer experience
- Complex and cost intense network
- Excess stock levels to cover for supply chain inefficiencies

DHL Solution
- 15,000m² multi user facility
- Direct inject into DHL EXPRESS Network
- Medical device graded and certified to industry standards
- Technical Services Workshop

Customer Benefits
- End to end service integration: Transport, Warehousing and Technical Services
- Consistent positive customer experience
- Latest cut-off times orders can be received up to 23:00 to be delivered pre 9:00 next day
- Fast Repair cycles below 48 hours
- Centralization of Technical Services activities
- Reduction of capital tied up in the supply chain
DHL SOLUTION

Located close to the DHL Air Hub in Leipzig, at the heart of the European EXPRESS Network, DHL Supply Chain has built a 15,000m² multi-user Integrated Solutions Center.

The Integrated Solutions Center facility is an “End of Runway” operation with direct access to our time definite express air network. Beyond the unique integration of time sensitive transportation services, DHL offers the full scope of transportation services suited to balance individual customer needs of speed and cost.

The facility will provide high-security storage and will be TAPA-A certified. Our operations will be certified according to the standards required by our Life Sciences and Healthcare customers, in particular ISO 13845 and GDP/GMP. Dependant on customer needs, the Integrated Solutions Center will also be equipped with temperature controlled and clean room facilities and a facility for Technical Services.

CUSTOMER BENEFITS

The unique “End of Runway” model enables the latest possible cut-off times for customer orders. Orders received up to 23:00 can be picked, packed, processed and injected into the DHL EXPRESS network to be delivered to all major European locations before 9:00. DHL customers can use this to their advantage to expand their service levels and reduce field stocks.

Beyond this, the Integrated Solutions Center provides customers with access to our range of transport solutions and allows them to benefit from the Center’s multi-user environment, both of which provide flexible customer solutions at competitive cost levels.

The integration of a Technical Services facility and Value Added Services, such as kitting and postponement within the Integrated Solutions Center ensures faster and leaner processes and enhanced visibility. Given the access to the EXPRESS network, full service cycles for Return & Repair can be performed within less than 48 hours.

The “End of Runway” concept allows DHL customers to further centralize field stock and to reduce the complexity of multiple service locations, decreasing capital tied up in the supply chain, leveraging economies of scale and providing consistent positive customer experience.

For further information
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