CASE STUDY

Spare parts delivered in 120 minutes for arvato distribution

High-availability logistics and time-critical deliveries. arvato relies on GO!’s logistics concept.

When critical IT, telecommunications or medical technology equipment fails, everything hinges on rapid access to spare parts. arvato distribution offers customers and technicians a particularly fast solution for the supply of spare parts. The logistics concept developed in collaboration with GO! Express & Logistics means that a spare part can be sent to a technician within a time window of two hours.

Success factor: optimal supply of spare parts

arvato distribution is a leading outsourcing service provider for high-tech industries in the fields of customer service, logistics and after-sales services. The company is a reliable supplier of spare parts for customers and technicians across Europe – as an integrated one-stop supply chain solution. arvato’s customers, including Diebold Nixdorf AG and Nokia Siemens Networks (NSN), benefit from a warehouse and logistics network which delivers spare parts to technicians throughout Europe, as well as a global transportation network. This is made possible by means of an event management system which monitors the process from the moment an enquiry is received from a customer to the time the spare part is delivered to the technician. The system thus reports time delays in the delivery process immediately and proactively, so that they can be remedied early.

The dense network of service technicians at the companies Diebold Nixdorf AG and NSN guarantees prompt responses to technical questions about hardware, software and service solutions. In addition to experienced technicians and a well designed organisational structure, the optimal supply of spare parts is also a critical success factor. arvato ensures this by means of an integrated partner logistics network, which has included GO! for over ten years.
Short response times thanks to a dense network of GO! stations

GO! is the courier and express service provider responsible for providing Diebold Nixdorf AG in Düren (Germany) and, since 2011, NSN in Harsewinkel (Germany) with time-critical delivery and storage of spare parts. 23 of GO!’s 100 stations in Germany and Europe are used exclusively for the emergency storage of spare parts supplied to Diebold Nixdorf AG. GO! stations are equipped with surveillance cameras and alarm systems, and also meet the stringent requirements placed on high-availability storage depots. Overall operation, individual response

Flexible on-call service lends itself to the rendezvous approach

Up to 2,000 deliveries are made across Germany per month for both sites. This is made possible thanks to the very flexible on-call service: within 120 minutes of the order being received, service technicians have the spare part at their disposal – 24 hours a day, 7 days a week, all year round. As soon as the customer contacts the arvato Service Centre to report a faulty device and request a repair or replacement, an order is automatically transmitted to arvato’s central spare parts warehouse in Düren. The warehouse then informs one of GO!’s high-availability depots, which immediately despatches a courier to deliver the spare part in person, taking the fastest available route, to the customer’s work location or the responsible service technician. Often, the mutually agreed rendezvous approach is taken: GO!’s courier and the service technician meet at a logistically favourable location so that the missing part can be delivered as soon as possible.

The high density network of GO! stations and correspondingly short delivery times mean that arvato can offer its customers a strong logistics network which constitutes a key efficiency factor in terms of cost, time and quality based on integrated processes and inventory reduction. Jörg Oßenbrink, Senior Manager Logistics at the Harsewinkel site, appreciates this: “No other express service provider has previously been able to offer us this service and level of flexibility. Partnership-based cooperation and GO!’s reliable service quality underpin the success of our logistics concept. It is thus our jointly declared intention to roll out this business model for other customers in Germany and Europe”.

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About arvato

Arvato – a Bertelsmann business unit – is an internationally active service provider with around 70,000 members of staff in over 40 countries. Arvato develops and implements innovative solutions for corporate customers around the world. This includes CRM and IT solutions as well as financial services. These are connected through integrated IT platforms.

About GO! Express & Logistics

GO! Express & Logistics is Germany's largest independent provider of express and courier services. The global partner network was founded in 1984 and currently includes over 100 GO! stations in Germany and Europe. 1,400 employees and 3,000 couriers ensure the transport of more than 6.5 million shipments each year.

GO! provides as a regional courier and global express shipping service of goods, documents and particularly time critical shipments round the clock, 365 days a year. Customised supply chain solutions, industry-specific solutions and special services in response to complex customer requirements also form part of the portfolio.

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