



Case Study: precision logistics for orthopaedic operations.

Silony Medical Europe develops innovative orthopaedic products of the highest quality for use in spine and hip operations. To ensure on-time, dependable deliveries, this international business relies on GO! Express & Logistics. These particularly sensitive implant and instrument systems require an end-to-end transportation chain and need to be shipped in a responsible manner. GO! applies this quality standard and serves clinics throughout Germany, based on one-day lead times or direct deliveries by start-of-surgery deadlines.



Company offering promising innovations

Silony, founded in 2012, employs 77 people at six locations in Germany, Europe and the USA. Quality is their top priority – which is why Silony manufactures in Germany. An excellent quality management system, covering everything from

the product development process to logistics, has been put in place. Furthermore, all locations are ISO 13485-certified. This orthopaedics business has already gained a reputation for its expertise outside of Germany. The USA and

other European countries are also served by the company's locations in Germany. The medical technology company is therefore driving its process of internationalisation forward and further consolidating its market positioning in a growth environment. The products manufactured by Silony are delivered to clinics, hospitals, surgeons and orthopaedic practices – and on the dot by start-of-surgery deadlines. Silony co-develops optimum medical solutions with a

large number of surgeons throughout Europe to enable the implants, instruments and service to dovetail with daily clinical routines. To keep tabs on the needs of users, the products are tailored to existing processes within daily clinical routines. That is why Silony regards its implants and instruments as “living systems” that are continuously augmented and enhanced. Surgery and sterilisation experience plays a major role here.

A partnership with a future

GO! has been Silony's logistics partner since 2014 and delivers 20 to 40 consignments a day on behalf of the medical technology company – even on Saturdays in urgent cases. “GO! has an excellent reputation as an express delivery and logistics service provider to the medical technology industry and was therefore our first choice. We started off with a small-scale test phase to check whether the quality and the chemistry were right”, says Marco Woltmann, Silony Medical Europe GmbH's logistics manager. “To date, our experience of GO! has been so good, that we have a shipment complaints rate of almost zero. In particular, proactive notifications in the event of delays,

caused by external factors like traffic conditions, make organisation and coordination with clinics so much easier for us”, Marco Woltmann explains. To ensure this high standard of quality, the couriers receive regular training, during the course of which their awareness of these special transportation requirements is raised. The basic and advanced training given to couriers also focuses on the absolute importance of adhering to delivery deadlines. “We value the trust that Silony has in the service we provide and in the quality we deliver and look forward to the continuance of our excellent working relationship for many years to come”, states Ted Wenzel, station manager of GO! Bremen.

About Silony Medical Europe GmbH

Silony is synonymous with spinal surgery implants and instruments featuring smart details that make life easier for surgeons and clinics. Silony develops products in partnership with users, products that are made in Germany by practitioners for practitioners. Supreme quality and patient safety are of course an integral part of that.

About GO! Express & Logistics

GO! Express & Logistics is Europe's largest independent express and courier service provider. The global partner network was founded in 1984 and currently comprises over 100 GO! stations in Europe. Approximately 1,400 employees and 1,700 drivers and couriers work hard every day to transport over 8 million consignments per year (2020).



Under the motto "beyond limits", GO! offers a comprehensive portfolio of logistics solutions ranging from regional courier transportation and global express shipping of goods, documents and extremely time-critical consignments to sensitive shipments or complex customer requirements. Its services also include tailored supply chain solutions and extensive value-added services 365 days a year and around the clock.

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