



## Case Study: delivery of spare parts in 120 minutes for arvato Supply Chain Solutions.

High-availability logistics and time-critical deliveries: arvato relies on the logistics concept provided by GO!

When critical IT, telecommunications or medical technology systems malfunction or fail, what's important is short-notice access to spare parts. arvato Supply Chain Solutions provides customers and technicians with a particular-

ly fast spare parts supply solution. The logistics concept developed in partnership with GO! Express & Logistics enables a spare part to be delivered to a technician anywhere in Germany within a time slot of two hours.

### Success factor: optimum spare parts supply

arvato Supply Chain Solutions is one of the leading outsourced service providers for high-tech industries in the areas of customer service, logistics and after-sales services. The company ensures the reliable provision of customers and technicians with spare parts throughout Europe – in the form of an integrated supply chain solution from a single source. arvato customers like Diebold Nixdorf AG and Nokia Siemens Networks (NSN) benefit from a warehouse and logistics network, including the provision of technicians throughout Europe, as well as a worldwide transportation network. Its event management system monitors the process from customer enquiry through to deliv-

ery to the technician. Time lags in the delivery process are proactively reported by the system without delay and can thus be corrected in good time.

The dense network of service technicians maintained by Diebold Nixdorf and NSN guarantees an immediate response to technical questions about hardware, software and service solutions. Optimum spare parts supply is a critical success factor alongside skilled technicians and an organisation with a practical focus. arvato guarantees this by means of an integrated logistics partner network, which GO! has also been a part of for more than ten years.

## Rapid reaction times thanks to dense network of GO! stations

GO! as a courier and express delivery service provider is responsible for the time-critical delivery and storage of spare parts on behalf of Diebold Nixdorf in Düren and has been on behalf of NSN in Harsewinkel since 2011. 23 out of a total of 100 GO! stations in Germany and

Europe act as emergency warehouses for supplying spare parts just on behalf of Diebold Nixdorf. The GO! stations are equipped with CCTV cameras as well as alarms and meet all the other high standards expected of high-availability depots.

## Flexible on-call service facilitates rendezvous procedure

Up to 1,500 deliveries per month are undertaken throughout Germany on behalf of both locations. And a particularly flexible on-call service makes it all happen: the service technician gets his hands on the required spare part within 120 minutes of order receipt, 24 hours a day and 7 days a week, 365 days a year. As soon as the customer reports a defective piece of equipment via the arvato Service Centre, and repair or replacement is requested, an order is automatically relayed to arvato's central spare parts warehouse in Düren. The warehouse subsequently notifies one of GO!'s high-availability depots, which immediately dispatches a courier

to deliver the spare part in person to the customer's location or the service technician responsible, taking the quickest route. The jointly developed rendezvous procedure is often used: the GO! courier meets with the service technician at a logistically convenient location to deliver the missing spare part as quickly as possible. Thanks to the dense network of GO! stations and resulting short transit times, arvato can provide its customers with a highly effective logistics network offering integrated processes and inventory reduction, which represents a significant efficiency factor in terms of costs, time and quality.

## About arvato Supply Chain Solutions

arvato Supply Chain Solutions – a Bertelsmann business unit – is a service provider with international operations employing around 70,000 people in more than 40 countries. arvato creates and actions innovative solutions for business clients from all over the world. These include, for example, CRM solutions, financial services as well as IT solutions. These solutions are interlinked via integrated IT platforms.

## 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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