AFTERMARKET FINAL MILE TO ENGINEERS

Reducing the time to serve by rapidly delivering spare parts to field engineers reliably, flexibly, and cost effectively

Field engineers need prompt spare parts delivery to get equipment back up and running as quickly as possible. Whether undertaking a scheduled maintenance task or an emergency repair, they need to know where their part is and when it will arrive.

TYPICAL BUSINESS CHALLENGES

- Maximizing engineer productivity
- Achieving parts visibility in the supply chain
- Meeting service level agreements
- Improving customer satisfaction
- Optimizing aftermarket costs

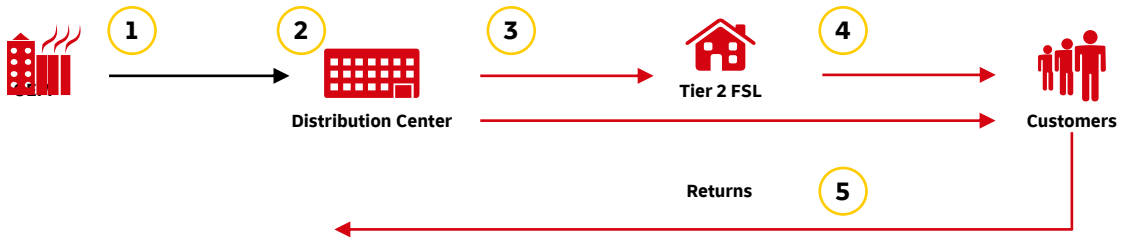
DHL SOLUTION

This highly customizable solution reduces the aftermarket time to serve. It ensures the reliable, flexible, and cost-effective delivery of spare parts to field engineers in the final leg of the transportation journey – from a local forward stocking facility to the engineer's current location.

SOLVING YOUR BUSINESS CHALLENGES

- ✓ **Maximizing engineer productivity –** Efficient use of the field engineer's time; flexible delivery options; an Uber-like transportation experience
- ✓ **Achieving parts visibility in the supply chain –** End-to-end real-time inventory and shipment visibility; parts are ordered through the original equipment manufacturer (OEM) aftermarket system
- ✓ **Meeting service level agreements –** Ensure stocking points are located close to demand
- ✓ **Improving customer satisfaction –** Higher service levels; more responsive solution
- ✓ **Optimizing aftermarket costs –** Supply chain cost management for both urgent and non-urgent deliveries

DELIVERING SPARE PARTS TO FIELD ENGINEERS RELIABLY, FLEXIBLY, AND COST EFFECTIVELY



AFTERMARKET FINAL MILE TO ENGINEERS

KEY BENEFITS FOR YOUR BUSINESS

FASTER

Improve the aftermarket time to serve

STREAMLINED

Efficient operations across the supply chain

ADVANCED

Leverage DHL's multi-user forward stocking network

LOWER COST

Cut operating expenses