

testimonial Medtronic

‘We get perfect support for our operational processes’

The customer

Medtronic is a worldwide leader in medical technology. The company develops, manufactures and sells products for the treatment and prevention of heart disease and vascular illnesses, Parkinson's and diabetes. The products include devices such as pacemakers, defibrillators, catheters and other equipment. Medtronic carries out its activities through a number of key business units.

Medtronic's requirements

Bas Lilipaly, EMEA Transportation Manager at Medtronic, says: ‘We deliver Medtronic products throughout the world from our distribution centre in Heerlen. On a daily basis, this means putting together on average 4,000 different items to make up around 1,800 shipments. We've been working with TNT Express for about ten years to handle the shipments; in fact, TNT has become our ‘preferred express partner’. They are responsible for all outgoing distribution streams, which means they also manage other transporters who are involved. Some TNT employees are stationed on-site at Medtronic, as ‘implants’ who function as an extension of the TNT service. They ensure that the export process runs smoothly, scanning and sorting the shipments, and also carrying out quality control. The latter is extremely important, since it can be a matter of life or death for patients to have deliveries on time and in perfect condition. The challenge that the Medtronic distribution process presents is to ensure fast and efficient handling for all of our different transport streams.’

The TNT Express business solution

‘The business solution provided by TNT Express handles these varying and complex transport streams through the use of an integrated software solution, ExpressManager. The flexibility and performance of the system is excellent, due to the use of the latest technologies and a professional approach. Driven by our SAP system, the order details are imported into ExpressManager, which then adds the functionality that permits efficient organization of the shipping process. The process is accessible from different work locations, which saves us a lot of manpower. At the same time, the chance of error is reduced.

We recently launched a new distribution stream going directly to Switzerland. It wouldn't have been possible without the support and flexible solutions provided by TNT Express. What really makes a difference for us is that TNT Express look at things from our perspective. They develop customized solutions that are based on our own operational processes. And from our point of view, it's ideal that we have one single contact point that we can rely on. That is really effective in helping us improve our performance.’

Statement

Bas Lilipaly, EMEA Transportation Manager at Medtronic:

‘Our various transport streams are excellently supported by the TNT Express business solution and employees. This saves on manpower for us and improves our performance at the same time.’

Benefits of the Express Manager application for Medtronic

- Efficient support for a shipping process that involves complex transport streams and large volumes;
- Flexible solution that offers the opportunity to respond fast to new requirements;
- Reliable distribution solution with excellent performance results;
- Smooth execution of the entire shipping process.