

Aftermarket services

The aftermarket sector thrives on a precise balance of cost and service. You need logistics partners that excel at on-time, in-full deliveries that help dealers and service agents hit targets for first time right, on-time servicing. Here's how we do it.

Benefits for your business at-a-glance



Helping you run leaner inventories

You can count on FedEx Express and TNT to help you run the leanest inventories that minimise costs while maximising service, allowing you to ship more parts directly to individual dealers, improve response times and reduce the amount of high value and critical parts held in stock.

FedEx Express has more European flights to more U.S. destinations than any competitor and is faster to more U.S. destinations than the nearest competitor. TNT has the widest and fastest road network in Europe with daily connections to 44 European countries, reaching 20% more European destinations within 48 hours than comparable services.

Enabling you to be more efficient

Together, we get parts to where you need them, when you need them, so that you can maximise workshop utilisation, provide faster servicing, reduce the likelihood of first-time servicing failure and boost customer retention.

FedEx Express is 96% faster or on-par with the competition for Express pre-9:00 deliveries to the U.S., supported by its fast and efficient in-house customs clearance. TNT's European road network is 92% faster or equal to competitors and offers a range of time and day definite guaranteed delivery services including same day, time critical and early morning deliveries as well as a 9:00, 10:00, 12:00 and Next Day Express delivery service.

Making you more cost effective

FedEx Express and TNT can help you to reduce costs without compromising service by allowing you to consolidate your first/last mile services, urgent replenishment, vehicle off-road and dangerous goods shipments, cutting administration and carrier management costs.



Case study: Automotive aftermarket

The problem: A construction equipment manufacturer needs to keep customers' vehicles on the road, delivering parts to a broad network of U.S. dealers from a European parts centre – all while balancing costs.

The solution: Commercial vehicle operators maximise usage, so any breakdowns forcing those vehicles off the road cost them time, money and increase their dissatisfaction with dealers. Servicing vehicles quickly is key, but holding a large inventory of parts is expensive. FedEx Express provided a solution through a central stock of high value parts and an all-in-one service, leading to faster, door-to-door, customs cleared deliveries to dealers.

The outcome: FedEx Express reduced inventory and carrier management costs for the customer. It also increased customer satisfaction due to a faster and more reliable service, and workshop efficiency grew as greater reliability led to more efficient planning.

Let us help you drive your business forward

- Do you deliver service or servicing parts to a dealer or service centre network in Europe?
- Do you have warehousing in Europe and ship parts to a dealer or service centre network in the US?
- Do you ship stock replenishment, VOR or emergency shipments?
- Do you ship a combination of parcels and/or pallets?
- Are you currently managing a variety of carriers?

