

# 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



Higher workshop utilisation



Faster servicing



Early and flexible deliveries



Higher customer retention



Lower costs

## 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?

#### FedEx Express:

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#### TNT:

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\*20 cents per call from a German landline. Mobile rate max. 60 cents per call.





# Inbound to production

Automotive manufacturing redefines complexity. With new cars leaving the assembly line every two minutes, you need a logistics partner that can reduce the likelihood of line-stoppers, increase planning productivity and help you cut costs. Here's how we do it.

## Benefits for your business at-a-glance



Greater supply chain visibility



Reduced waste



Increased productivity



Reduced likelihood of line-stoppers



Lower costs

## Clarity in your production process

TNT provides the tools you need to maintain precision throughout your production process. These include TNT's Inbound Portal, which can be integrated into your own logistics system to provide visibility across the supply chain and allow you to see when and where any problems occur.

## Fast and flexible deliveries

TNT's extensive road network – the widest and fastest in Europe – has daily connections to 44 European countries and delivers to 20% more European destinations within 48 hours than comparable services. With daily pick-up and day definite deliveries, the network is optimised for parcels and pallets up to 1,000kg and delivers to 92% of destinations faster or equal to other integrators and freight forwarders.

## Service that fuels performance

TNT teams have extensive local planning expertise and are able to perform service upgrades to help you cope with any emergency. We can also cater for all planned and non-planned transportation requirements through a single point of contact. TNT is the only integrator to offer network transportation and cater for special transportation requirements under one roof – simplifying the management of complicated inbound logistics.

## Better value for your business

Inventory pipelines can cost millions of euros to finance. But because we get goods to you quicker, we can reduce the costs tied up in the inventory pipeline and unlock the value more quickly. And our broad range of combined services means you need fewer providers to meet your needs – saving you operational and administration costs too.

## Special attention for specific needs

TNT's Automotive Control Center (ACC) offers a single point of contact for customer service activities, providing dedicated support to those that require it. Through a seamless order management service with full visibility of information, and by monitoring every consignment from collection to delivery, we ensure your time-critical parts get to where they're needed – fast.



## Case study: Automotive manufacturing

**The problem:** An automotive manufacturer with 12 European plants needs next-day deliveries from over 4,000 suppliers.

**The solution:** TNT helped the customer to solve its challenges by creating one simplified transportation process for emergency shipments to all European plants, with a single point of contact in each country. Shipments were collected from 4,000 suppliers at two standard collection times (15:00 and 17:00), with in-transit service upgrades offered if required. TNT also provided end-to-end monitoring with immediate deviation reporting and proactive service recovery.

**The outcome:** TNT successfully delivered the parts to all plants by 9:30 or earlier, helping to reduce the risk of line stops and save the company up to €40,000 per hour.

### Let us help you drive your business forward

- Are you an automotive manufacturer in Europe, or do you manufacture large sub-assemblies as a Tier 1 or Tier 2 supplier?
- Do you source components from across Europe?
- Do you operate scheduled and/or emergency production flows?
- Do you use a combination of multiple pallets and/or parcels?
- Are you currently managing a variety of carriers?

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