



Kuehne + Nagel Provides Integrated Global Logistics Solution for Medical Device Company

Critical-service parts service keeps patient treatments on time

SITUATION

A cutting-edge medical device company manufactures and services integrated treatment systems worldwide. Logistics operations and service of this innovative product must be carefully planned to ensure patients are treated on a specific schedule to maximize the effect of the treatments.

Given the multi-million dollar investment in the equipment, it is crucial that service support is available 24 hours a day, seven days a week. Minimizing machine downtime – keeping it to hours, not days – is critical. It's a challenge given the company's network of experienced field service engineers covers the United States, Europe and Asia.

SOLUTION

Given its rapid growth, the company turned to Kuehne + Nagel for integrated international critical-service parts logistics, storage and customer service. Because the device company offers same-day service, critical parts must be forward positioning globally to meet eight-hour delivery requirements.

Based on order volume, Kuehne + Nagel proposed a global network of regional stocking locations (RSLs) – 14 in North America, one each in Europe and Asia.

Kuehne + Nagel services provided include:

- Parts storage
- 100% monthly cycle counts
- Same-day (eight-hour) delivery
- LTL service (for equipment)
- International shipping/document processing/customs clearing
- Track and trace of all shipments, from pick-up to arrival
- Around-the-clock contact center
- Ability to view real-time order progress and reports

RESULTS

Kuehne + Nagel's international logistics and service provided has saved the device company time and resources, which are better focused on research and development.

Customers' systems are up and running, as a result of critical-service parts availability and delivery into the hands of field engineers. The entire solution ensures that customer sites are running on schedule, providing the life-saving treatments.

Order traceability has given visibility to the company, allowing it to provide customers with a level of proactive service previously not available. The eight-hour, same-day delivery also solidifies the supply chain and supports the critical nature of the product.

