

KN Critical Service Logistics



About Kuehne + Nagel

Founded in 1890, Kuehne + Nagel International AG, Schindellegi, Switzerland, is a leading global logistics provider with more than 46,000 employees at 830 locations in 100 countries. Our full range of supply chain execution services includes:

- **Seafreight** – ship more sea freight by volume than any other freight forwarder. High volumes enable flexible, cost-effective solutions.
- **Airfreight** – among the top five providers, globally. Founder and leader in implementing Cargo 2000 standard for airfreight service quality.
- **Warehousing** – third-largest contract logistics provider, managing 65 million square feet of warehouse space across 55 countries. Full range of value-add and product transformation services.
- **Distribution** – Complete solution, including rail and road, from carrier selection to freight audit and payment. Objective, non-asset based approach allows us to match your need with right carrier.

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Proven Experience + Flexible Solutions = Exceptional Results

Your Challenges

Providing reliable, cost-effective aftermarket service support is critical to satisfying customer demands and increasing revenue. It requires specialized expertise and technology that may be too difficult or costly to bring together on your own.

The Kuehne + Nagel Solution

With more than a decade of success in aftermarket support, Kuehne + Nagel offers robust, flexible Critical Service Logistics (CSL) solutions designed to fit each of our customer's unique service-parts supply chain requirements. A leader in global logistics management, Kuehne + Nagel provides tailored service logistics solutions to some of the world's largest, most respected companies, including Sun Microsystems, Xerox, Fujifilm, Johnson Controls and BMW.

Our superior aftermarket service support solutions are based on years of successful, award-winning critical-parts distribution. Our CSL professionals, processes, and technology combine to optimize your forward-positioned inventory, while providing real-time visibility to your product. Kuehne + Nagel supports your field service organization, drives costs down and reduces inventory movement, while our field management team increases your service levels and inventory accuracy.

Kuehne + Nagel's proven service solutions help:

- **Enhance customer service and increase sales.** We will meet or exceed your service commitments, including one-hour delivery of critical items
- **Improve material velocity.** Our flexible logistics network is configured to reduce handling and increase availability of repairs and finished goods
- **Increase field productivity.** Your technical field resources will spend more time with customers, less time managing parts

Proven Processes & Flexible Infrastructure

Kuehne + Nagel specializes in managing decentralized, forward-positioned inventory, using best-in-class handling, stocking and transportation solutions.

We manage our logistics network to strict service-level agreements, through standardized processes that include regular audits and follow-up.

Our flexible network of more than 170 depots combines delivery and services with inventory sourcing support around the clock. This network is connected with our global distribution center network and our facilities around the world.



Modular Components...

CSL Customer Contact Center

Our Contact Center is focused on service order execution and controlling your delivery costs. Based in our U.S. Contract Logistics headquarters in Connecticut, the Contact Center will:

- Control delivery costs by maximizing local inventory and selecting the best delivery method
- Support your field with more than 60 customer service representatives who have an average tenure of more than 5 years
- Monitor the progress of orders in process and proactively expedite shipments, if required

Our Contact Center staff handles more than 20,000 calls and 25,000 orders monthly. We consistently meet rigorous service levels, such as answering 80% of all calls within 20 seconds, with an abandonment rate of under 2.5%.

Depot Management

Kuehne + Nagel manages a network of 150 regional stocking location (RSL) operations in key areas to enable same-day parts delivery, including one-hour service. Our ability to manage inventory accuracy of 90,000 SKUs – at an average weekly accuracy rate of better than 98% – ensures your parts are there when you need them.



RSL Network in North America

Supported by...

Field Service Managers

Our field service management team is responsible for depot operations, including order processing, delivery, inventory integrity, and material velocity performance.

Our professionals work closely with regional and local service providers, ensuring your key performance metrics are met. This team proactively works to resolve issues and drive continuous improvement.

Inventory Control Team

This team works directly with your logistics management team. They are responsible for effectively managing parts inventory throughout the network. Inventory Control functions include management of your returns inventory (aging), cycle-count management, and reconciliation control.



We provide a full range of capabilities, from modular components to fully integrated end-to-end solutions customized to your unique requirements.

CSL Management System

Kuehne + Nagel has applied a flexible, Web-enabled technology to its award-winning proven processes, creating a powerful CSL Management System (CMS). This system offers real-time visibility in a secure, scalable network. Our extensive standard reporting allows you to keep a finger on the pulse of the network.

Customer Support & Metrics

The Customer Support & Metrics team measures operations performance, manages inventory in-transit, processes claims when needed and oversees complex accounts with long processing times.

...Delivering Integrated Solutions

Installation Logistics

By applying all components of the service suite – Contact Center, Depot Management and CMS – we can provide time-definite deliveries of consolidated parts shipments to your installation sites. Delivery time and location can be as specific as necessary to coincide with your field professionals' construction schedules.

Service-Parts Logistics

This information-based solution combines all components to provide time-definite deliveries of critical parts to field technicians. "One number, one call" field engineer support offers award-winning single-point accountability and follow-up, as well as Web order entry capabilities and visibility.

Our CSL Solutions Support:

- Order entry via phone, Web, system interface
- Distribution center and RSL inventory management
- One-hour delivery capability
- Order fulfillment process monitoring and escalation management to ensure service commitments are met
- Inventory visibility between multiple suppliers
- Stocking locations outside our network, including your locations
- Installation inventory consolidation by contract or PO

We've also combined our processes and resources with customers' technology, minimizing implementation and allowing seamless integration with our operations.