



Telecommunications sector

ITC
LOGISTIC

TELECOMMUNICATIONS SECTOR

Practical example logistics

THE MISSION:

A well-known telecommunications provider requires that purchasing, stocking and JIT distribution of all items needed by his technicians is handled holistically and that our services are available at all his telecommunications locations. The customer's product range includes over 3,000 different items, from batteries to highly sensitive measuring instruments.



1. GOODS ARE PURCHASED BY ITC ACCORDING TO CUSTOMER SPECIFICATIONS

- Guaranteed availability of goods
- Technicians do not require storage space



1.1 PRODUCT GROUPS WITH OVER 3,000 ITEMS

- Technical equipment
- Spare parts
- Consumables
- Workwear
- etc.



2. STORAGE:

- High-bay racking
- Outdoor storage
- Automatic small parts warehouse



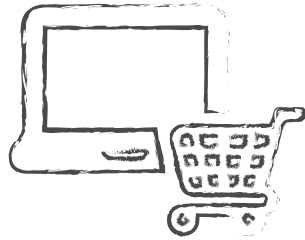
1.2 MAINTENANCE

- ITC organizes and monitors the maintenance of sensitive technical equipment



3. TECHNICIANS PLACE ORDERS VIA CUSTOMER ONLINE SHOP

- 24/7 online ordering possible
- Express service optional
- Customer selects the shipping method (DHL/DPD etc.)



THE CONCEPT:

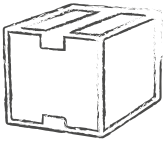
Thanks to centralized purchasing and inventory management, daily reporting to the customer, a technicians' web shop for ordering items with subsequent JIT delivery to the desired location, seamless documentation incl. returns processing and monthly invoicing, ITC has developed a concept that allows the customer to concentrate on his core competencies. Such a partnership is based on trust, transparency and expertise and equally satisfies business interests and customer service standards.



6. DETAILED MONTHLY COLLECTIVE INVOICE AND REPORTS

4. SYNCHRONIZATION OF ONLINE SHOP AND MERCHANDISE MANAGEMENT SYSTEM

- Hourly updating of the picking list at ITC warehouse



5. OUTGOING GOODS

- Picking notification sent to customer
- FIFO (first in - first out)



5.1 5.1 SHIPPING DOCUMENTS

- Dispatch notification sent to the customer
- Shipment tracking
- Delivery note according to customer specifications



5.3 ITC RETURN PROCESSING

- Return pickup of the shipment

5.2 SHIPPING TO DESTINATION

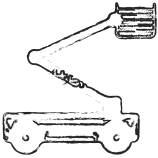
- By premium courier, express and package service provider

CUSTOMER BENEFIT:

1. As the items are paid for only after purchase, there is no capital lockup on the customer's side.
2. The availability of goods is always guaranteed by ITC.
3. Technicians do not need their own storage space and receive their JIT deliveries at the desired location.
4. Minimum administrative effort despite maximum control thanks to documentation, reporting and monthly invoicing.

VALUE ADDED SERVICES

ITC performs numerous services at telecommunication sites on behalf of the customer.



CHERRY PICKER SERVICE

- Nationwide provision
- Express delivery by arrangement within 12 hours.
- 24/7 order acceptance - 365 days a year

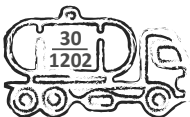


EMERGENCY POWER SERVICE

- 360° service on request - the all-round carefree package
- Nationwide provision of web-monitored emergency power generators
- Express provision by arrangement within 6 hours.
- 24/7 order acceptance - 365 days a year

“All you need is a few airplanes, conveyor belts, motor vehicles and good people everywhere who know exactly when it’s best to do what in the most cost-effective manner. That’s logistics.”

“Immo Dubies, German Journalist (FAZ)”



REFUELING SERVICE

- Refueling of power generators in continuous use



WINTER SERVICES

- Snow clearing service and ice control at telecommunications locations



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