



CASE STUDY LOGISTICS OPERATIONS

for a Leading Telecom Client

THE MISSION:

A well-known telecommunications provider requires that purchasing, stocking and JIT distribution of all items needed by their technicians is handled end-to-end and that our services are available at all his telecommunications locations. The customer's product range comprises over 3,000 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



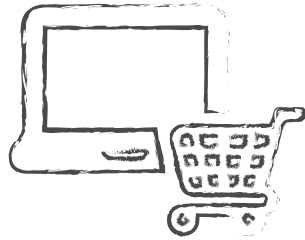
1.2 MAINTENANCE

- ITC organizes and monitors the maintenance of sensitive technical equipment



3. TECHNICIANS PLACE ORDERS VIA CUSTOMER'S 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 web shop for technicians for ordering items with subsequent JIT delivery to the desired location, seamless documentation including returns processing and monthly invoicing, ITC has developed a solution that enables the customer to focus on their core business.

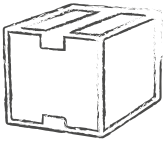
This partnership is built on trust, transparency, and expertise - meeting both operational and customer satisfaction goals.



6. DETAILED MONTHLY COLLECTIVE INVOICE AND REPORTS

4. SYNCHRONIZATION OF ONLINE SHOP AND MERCHANDISE MANAGEMENT SYSTEM

- Hourly updates to the picking list at ITC warehouse



5. OUTGOING GOODS

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



5.1 SHIPPING DOCUMENTS

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



5.3 ITC RETURN PROCESSING

- Pickup of returned shipments

5.2 SHIPPING TO DESTINATION

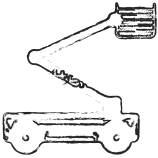
- Via premium courier, express, and parcel service providers

CUSTOMER BENEFIT:

1. The availability of goods is always guaranteed by ITC.
2. Technicians don't require their own storage and receive JIT deliveries directly to the desired location.
3. Minimal administrative effort with maximum control - thanks to clear documentation, reporting, and monthly invoicing.

VALUE ADDED SERVICES

ITC provides a wide range of services at telecommunications sites on behalf of customers.



CHERRY PICKER SERVICE

- Available nationwide
- Express delivery by arrangement within 12 hours.
- Orders accepted 24/7, 365 days a year.

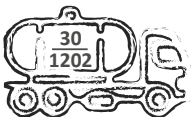


EMERGENCY POWER SERVICE

- 360° service on request - the all-round carefree package
- Nationwide provision of web-monitored emergency power generators
- Express delivery by arrangement within 6 hours.
- Orders accepted 24/7, 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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