

Fujitsu Spares Logistics

The solution for worldwide spare part availability at low-cost

Fujitsu Spares Logistics

Spares Logistics offers our service partners competent support for the entire IT spare part supply: procurement – planning – inventory management – warehousing – transport management – returns management – repair management – warranty handling.

Fujitsu Spares Logistics is responsible for controlling the entire spare part cycle - all done on a worldwide, environmentally friendly basis. In addition to the complete range of Fujitsu Technology Solutions spare part components, the spare part portfolio also includes spare parts from well-known IT manufacturers. We continually stock more than 22,000 articles in Germany and in our European warehouses. We currently supply more than 6,000 service engineers and service partners in more than 170 countries worldwide. More than 2,000 orders (one or several spare parts) leave our world distribution in Sömmerda (Germany) center every day. These figures impressively illustrate our high-performance logistic service which you also can use to achieve your own business objectives.

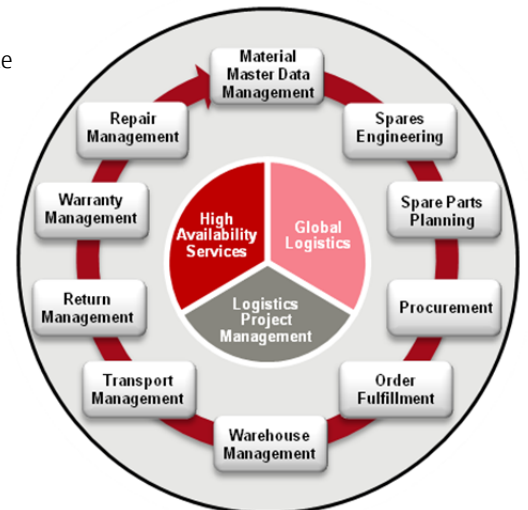
The logistic applications which we have developed have been created as a result of the experience we have gathered in many years of project work and which have been established in co-operation with our service partners. These applications make our services very productive. Such services are available to our service partners 24 hours a day in all our offices within our worldwide infrastructure.

Spares Logistics packages

A perfect spares logistics comprises numerous services. This is why we offer individual service modules supported by our state-of-the-art SAP R/3-based web solutions.

Select the services in which you are most interested and perform the rest yourself. Use our infrastructure and benefit from our experience to save time and costs.

Our high-performance flexible logistic network is already used by numerous customers as part of a professional supply chain irrespective of their branch.



Spare parts management

As a result of our many years of experience in such an environment, we can ensure optimum spare part management and optimized spare part stock for the entire product lifecycle.

Spare parts management includes:

- Procurement Management
- Inventory Management
- Lifecycle Management
- High-Availability Services
- Spare Part Freezing



Procurement Management handles the purchasing of defined materials. The focus is on selecting the supplier based on their delivery times, prices, second source and quality, thus optimizing the material and inventory-related cost of procurement.

Inventory Management controls and monitors the defined nominal stock and creates replenishment orders when the nominal stock levels drop and taking delivery times into consideration. The order procedures and the supplier are defined by the customer.

Lifecycle Management ensures spare part availability for the entire product lifecycle taking availability, cost, quality and environment into account.

The portfolio element "high-availability services" supports service contracts which require spare part delivery to the customer within 2, 4 or 8 hours. Our know-how gathered over many years enables us to identify those critical spare parts which are required to meet contracts and to stock such parts as optimized inventory items in depots near the customer or, for especially critical systems, directly on the customer premises. An access fee for such a service reduces your inventory risk to a calculable cost element.

The portfolio element "Spare part freezing" is a special form of spare part supply which takes into consideration the customer's special requirements for the technical device status of the spare parts for the product lifecycle.

All spare part management processes are supported by our innovative SAP solutions. The basis for such smooth processes is our master data management which organizes the product-related data according to the product lifecycle, making it available to all those involved in the process at high quality levels.

Spare parts delivery

Spare parts are delivered from our World Distribution Center in Sömmerda (Germany).

We also deliver spare parts from 16 regional depots in Germany and more than 400 depots worldwide.

The effectiveness and flexibility of our logistic applications optimizes warehouse procedures, such as having various storing/removing strategies, automated label printing and variable order allocation for workplaces. This enables us to adapt each process according to customer requirements.

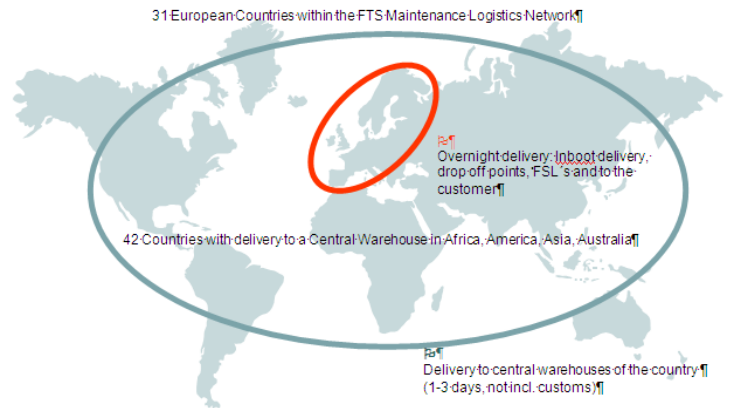
All spare part orders received via our web-based applications by the agreed cut-off times are dispatched from our World Distribution Center on the same day.

Fujitsu Spares Logistics offers a special overnight supply service. Spare parts, ordered by 6 p.m. are delivered next working day by 7 a.m., either to a defined drop-off point or directly placed in the car boot of the technician.

High-availability components are delivered from one of our regional depots during or outside business hours to a delivery address defined which you define - all within 2, 4 or 8 hours of the order being placed.

We also use the transportation infrastructure of various service providers to ship and distribute spare parts. Speed, flexibility and security are ensured – the only way to guarantee optimum customer-specific delivery.

Process security and compliance is achieved by continually verifying that import and export regulations are being upheld in accordance with German, EU, US, and other national regulations and also that the numerous statutory provisions are also being met (ROHS, WEEE, AKrWG, Battery, and Dangerous Goods Regulations).



Spare parts warranty and returns management

Reliable and efficient returns management (good and faulty components and devices) is necessary to ensure a comprehensive supply of material for our customers.

Statutory provisions and extended warranty deadlines mean that warranty claims must be professionally clarified and managed as well as the organization of a management process for defective products.

As your authorized logistic provider, we manage warranty matters and returns for your defective spare parts. You thus benefit from our proven service infrastructure and from our powerful information and communication network without having to build up and operate your own infrastructure on a long-term basis.

Our portfolio element "Repair Management" controls the entire repair process during and outside guarantee and warranty times.

Application providing for our service partners

As an innovative provider of IT solutions, we know the specific requirements of our service partners; our spares logistics packages are thus more powerful and efficient, ensuring quality and accelerating the processes.

Our web-based applications offer internationally standardized online access and simplify all the business transactions, such as warranty management, orders, returns and delivery issues regarding spare parts as well as monitoring the entire spares logistic chain. These transactions are based on the customized contractual agreements.

We have integrated the following functions into our applications so as to make your logistic processes uncomplicated and effective:

- Select the components authorized for warranty repair
- Warranty verification for Fujitsu products
- Order spare parts and validation of services within an integrated procedure
- Order simulation with all cost types
- Display expected credit value (defective and good part returns)
- Display material availability for the selected material
- Display alternative or substitution material
- Integrated material search function with picture display, including shopping basket function
- Place supply queries
- Monitor current and completed orders by service partner
- Dispatch notification for next-day delivery



Our tracking and tracing system called **Business Activity Monitoring** is used to monitor the complete spare part cycle, i.e. the process and material flow from order entry through delivery and returns, up to the repair and restocking of spare parts. Our BAM can also monitor the entire process chain and provide automatic alerts when time problems occur.

We also offer our service partners an internet-based database system to document spare part information and use comprehensive search functions displaying the spare parts in picture form.

That is what we understand by service:

Our applications are available to our service partners free-of-charge, 24 hours a day and 7 days a week throughout the year.

Contact

Interested? Do you require more information about our spares logistic packages?

Use our spares logistics experience and know-how.

Your initial contact

Fujitsu Spares Logistics Customer Care

Mail: CustomerCareSparesFUJITSU@ts.fujitsu.com

For issues concerning your Fujitsu equipment, please contact the respective Fujitsu helpdesk under <http://www.fujitsu.com/global/support>

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