

CaseStudy Consumer Services

Scenario:

The clients: globally-active mail-order and electronics companies

The challenge: Supplying end consumers (B2C) throughout Austria by appointment coupled with the performing of various on-site services.



tectraxx-realised Solution

Orders coming into the mail-order company or retail locations are first checked against certain criteria such as merchandise availability, end consumer solvency, delivery date requirements and additional services and are then entered into the order system. Information about the merchandise ordered and the services desired is then sent to our IT system on the respective pick-up day via RDT interface (electronic data transfer).

From this point forward, everything else is firmly in our hands:

- » Daily pick-up of merchandise from the mail-order or manufacturer warehouse
- » Setting up appointments with the customers through our Customer Care Center – or by mail if the customer cannot be reached by phone
- » Order picking & route planning
- » Austria-wide delivery in tectraxx's own regional vehicles according to scheduled appointments
- » When customers desire, we will unpack the equipment on site and also dispose of the packaging material
- » Disposal of old equipment
- » Managing and processing of returns
- » Repair logistics including management of loaner equipment (concurrent exchange)
- » Order completion via the IT system
- » Automatic RDT confirmation to our clients



You reap the Benefits:

Outsourcing your consumer services to only one logistics service provider such as tectraxx speeds up your response times and at the same time reduces your costs. Absolute and full transparency across the entire distribution/service process including track and trace, various different service levels and regular, shared quality circles guarantees you and your customers the highest quality of service available today and a tangible differentiation from your competitors.