

# CaseStudy Device Logistics



## Scenario:

**The clients:** various well-known international mobile service providers

**The challenge:** The search was on for a partner able to assume all the logistics related to end devices – from goods receipt to warehousing to supplying stores, distributors for the provider (B2B) and also end consumers (B2C), the latter including contract signing. And the logistics provider not only needed to be able to supply just the end devices but also provide direct process services including (U)SIM cards, vouchers, diverse accessories as well as the full range of marketing material (brochures, flyers, displays and giveaways).

## tectraxx-realised Solution

- » **Merchandise intake:** By scanning the serial number of each device and (U)SIM card, we log each product delivery, each transfer and goods receipt posting at the individual unit level. Upon request, we will also perform spot-checks of retail package quantity per pallet.
- » **Warehousing:** Inventory control and warehousing takes place in our product-based, restricted-access warehouse areas under 24/7 digital video surveillance.
- » **Set packing, order picking and shipping preparations:** In the ideal case, we compile sales sets from various end devices and accessories – we can also give them a new article number and EAN code as required. For B2C orders, a special customer contract is generated based on the customer data received from the client or the web shop and added to the shipping-ready customer sales order. Both in the B2B as well as the B2C sector, all end device and (U)SIM card serial numbers are scanned and thus linked to the specific customer order.
- » **Direct delivery including contract collection:** When the recipient is an end consumer, we require identification in the form of a passport or personal ID card and the concurrent signing of the contract. The original contract is returned to our logistics center. Simultaneous with customer delivery, the shipment barcode is scanned and the proof of delivery sent by SMS to our central server. When the customer initially activates their device, the provider in turn activates the customer's account based on this status notification.
- » **Contract scanning:** All the original contracts from deliveries, shops and distribution partners come back to our logistics center for scanning and are available as image files to the respective mobile service provider via data link. The hard copies of the contracts are safely stored in our tectraxx logistics center according to the clients' requirements.



## You reap the Benefits:

You have full and transparent real-time information through every step of the process chain and can thus concentrate wholly on sourcing and supplying your end devices and selling customer contracts.