

CaseStudy Network Logistics



Scenario:

The client: Alcatel Lucent Austria, a world leader in telecommunications, data transfer and telemetry, and a tectraxx partner. The principal activity of the collaboration in Austria encompasses mobile phone communication, especially the rollout of mobile networks, as well as keeping them maintained and serviced.

The challenge: Response times for transmitter tower repairs needed to be reduced to 2-4 hours – and that for any given tower anywhere in Austria. This first required creating the appropriate logistics infrastructure.

tectraxx-realised Solution

Material rollout logistics

- » The entire material flow as well as the required scheduling of technicians is planned and coordinated in accordance with the network provider's own rollout plans. The relevant equipment and parts are compiled in our logistics center, securely packed for transport, and then delivered to their installation location in accordance with a predefined schedule. The specific mode of transport utilised is a function of the accessibility of the installation location and can include all feasible means from truck to helicopter.
- » Rollout schedules undergo continual fine-tuning by the network provider and contract partners Alcatel Lucent Austria and tectraxx. The flow of goods is controlled through a central warehouse in Vienna and additional regional warehouses, primarily in the federal state capitals.

Maintenance/service logistics

- » Alcatel Lucent Austria handles network maintenance and service for a number of Austria's more well-known mobile service providers and is thus responsible for ensuring that these networks run smoothly. As part of our contracted service, we supply the maintenance/service technicians out in the field with spare parts.
- » Depending on their value and frequency of use, these parts are either stored in the central warehouse in Vienna or locally at one of the five regional spare parts warehouses. tectraxx is hereby responsible for the complete material flow from the central warehouse to the waiting hands of the field technicians.
- » All parts having serial numbers are logged and entered into the inventory using this number as a reference. When a technician replaces a defective part at a network transmitting station, this part is returned to the central warehouse through the tectraxx repair logistics system and we either repair it there ourselves or return it to the manufacturer for repair. tectraxx monitors the entire returns process until the repaired part is once again put directly into the hands of the technician.
- » tectraxx's range of services meanwhile not only includes all in-house and out-house logistics for Alcatel Lucent Austria but also all technical component checks using software provided by Alcatel Lucent Austria.



You reap the Benefits:

The logistics infrastructure devised by tectraxx means spare parts can be delivered anywhere within Austria in just two to four hours. This allows you to schedule the shortest possible time frames for the service calls your highly-specialised technicians need to make.