

Now Wincor Nixdorf  
and its service  
technicians have a lot  
to smile about.

**WINCOR**  
**NIXDORF**



# FedEx Critical Inventory Logistics In Action:

Wincor Nixdorf

Before FedEx Critical Inventory Logistics, Wincor Nixdorf had a service supply chain with unmanned storage facilities and limited visibility to parts inventory. Now the company has a cost-effective solution with real-time visibility to all locations that stock a needed part, automated delivery time and cost estimates for transportation from each location, and robust command-and-control features so technicians can count on delivery of repair parts whenever and wherever they need them.



Strategically located FedEx stocking locations help Wincor Nixdorf technicians meet their service commitments.

## Wincor Nixdorf is a worldwide leader in technology solutions for banking and retail.

You may not know the name, but you've probably benefited from Wincor Nixdorf products if you've ever used your debit card to make purchases or withdraw cash. In the world of automated teller machines (ATMs) and point of sale (POS) systems, Wincor Nixdorf is the leader in Germany and the third-leading IT solutions provider overall for branch and store operations in banking and retail. In fact, 18 of the world's 25 leading banks and 17 of the world's top 25 retailers rely on Wincor Nixdorf. The company has a solid presence, with 32 subsidiaries in 90 countries and more than 7,800 employees worldwide.

In 2006, Wincor Nixdorf dramatically increased the size of its in-house U.S. service team, adding highly trained technicians to service Wincor Nixdorf products and multi-vendor platforms. The team continues to grow at a rapid rate to serve an expanding client list that includes some of America's top-performing banks. With this growth, Wincor Nixdorf needed a more robust service supply chain solution to support its technicians.

### Wincor Nixdorf understands that service after the sale is critical.

When Wincor Nixdorf began requesting proposals for a service supply chain solutions provider, it was conducting inventory management using a manual process with little formal visibility to parts inventory. It managed service parts inventory in unmanned storage facilities, relying on manual processes and technicians to order, stock and transport needed parts.

Matthias Thiele, Director Logistics and Operations for Wincor Nixdorf, admits the company's supply chain solution wasn't ideal. "The former process was steered manually, and the visibility of the material flow was limited," said Thiele. "The process meant we needed a higher spare part stock level in order to meet the customer service level agreements. If we don't meet our agreements, we are penalized."

### FedEx helped Wincor Nixdorf optimize its service supply chain.

Wincor Nixdorf wanted to get its new service supply chain up and running quickly. So FedEx Global Supply Chain Services proposed a phased startup that tapped into the FedEx Central Stocking Location in Memphis and the full network of Forward Stocking Locations. In just 30 days we established 22 inventory stocking facilities — outfitting many strategically located 24-hour FedEx Kinko's Office and Print Centers® to provide round-the-clock access and custodial control of physical inventory at all times.

To streamline parts sourcing, we provide end-to-end visibility to inventory and options for manual or automated selection of stocking locations, delivery times and costs. Replenishment of issued parts is automated, so adequate inventory is always on hand. And with FedEx late order cut-off capabilities, technicians can request parts in the evening, and parts can be delivered coast-to-coast early the next day.

FedEx Critical Inventory Logistics provided the infrastructure and automation needed to make and meet aggressive two- to four-hour service level agreement (SLA) metrics. The solution put Wincor Nixdorf in a position to reduce inventory carrying costs for unnecessary parts and reduce transportation costs associated with critical shipping of parts due to poor stock visibility. Best of all, it put the Wincor Nixdorf sales team in a position to meet big-name U.S. clients who consider a comprehensive service supply chain solution a minimum requirement for doing business.

"The FedEx system allows for physical material flow even in time-critical situations," said Thiele. "This competence will help us be a reliable service provider for our customers. If we're talking about FedEx and Wincor Nixdorf U.S., we're talking about a partnership that will support us in extending our customer base and one that gives us room for common development."

**The solution makes Wincor Nixdorf service as reliable as its products.** At its core, FedEx Critical Inventory Logistics integrates comprehensive, reliable FedEx® shipping with an extensive network of stocking locations for an end-to-end solution with complete visibility. Customers can choose a preferred combination of communication vehicles, including phone, Web interface, e-mail, electronic data interchange (EDI) and extensible markup language (XML). And continuous tracking status information is provided — from order receipt to final delivery. We also offer Wincor Nixdorf a reverse-logistics solution so technicians can quickly dispatch repairable parts for repair and reentry into parts inventory. Wincor Nixdorf

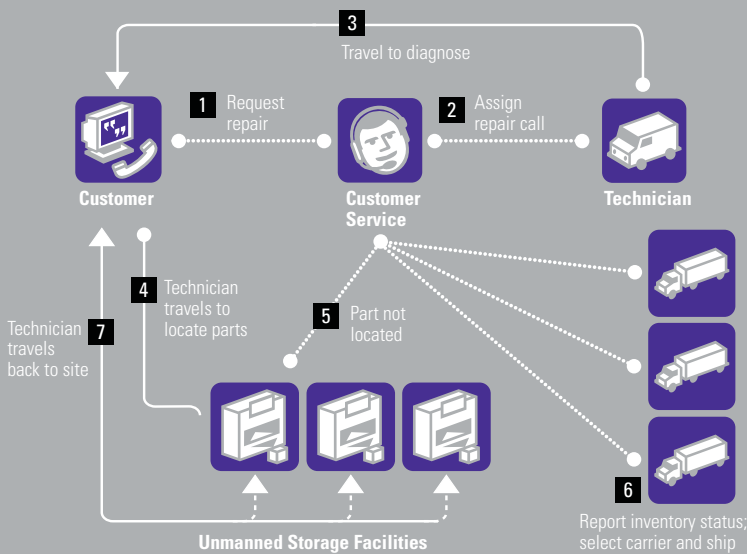
now has a solution that links its brand — known for German precision and craftsmanship — with the FedEx brand, widely recognized for reliability in the U.S. and around the world. And new clients couldn't be happier.

The company has contracts or active pilots with eight of the top 20 financial institutions in the U.S. — including three of the top five. For example, a leading diversified financial institution contracted with the company for deployment of more than 1,200 Wincor Nixdorf ATMs as replacements or upgrades to its existing equipment lineup. In addition to new equipment contracts, the improved service supply chain is helping Wincor Nixdorf reinforce its ATM servicing business. Ulrich Seemann, vice president of the company's services division, says it will provide ATM servicing in 31 states by the end of the company's fiscal year. "This will give us 80 percent coverage of the U.S. market," says Seemann. "Without good-quality service, we can't sell our machines. People won't buy them if you can't guarantee service."

A formal Quarterly Business Review gives both Wincor Nixdorf and FedEx the opportunity to analyze and improve on performance and carve out future opportunities for growth. With the FedEx Critical Inventory Logistics network of stocking locations, customers like Wincor Nixdorf have a solution with the flexibility and capacity to support virtually unlimited expansion. That's important as the company expands its focus to servicing multi-vendor ATMs nationwide. FedEx is helping to ensure that Wincor Nixdorf technicians always have the service supply chain they need to meet tight SLA commitments and offer extraordinary service to their customers.

Imagine what FedEx Critical Inventory Logistics could do for your service supply chain. For more information about this and other FedEx solutions, please go to our Web site at [fedex.com/us/supplychain/main](http://fedex.com/us/supplychain/main).

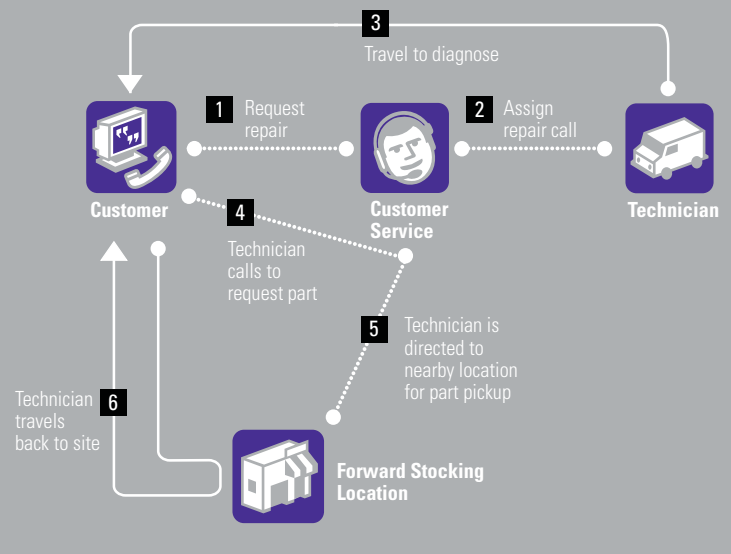
### BEFORE FEDEX CRITICAL INVENTORY LOGISTICS



- 1 Banking and retail customers called to request repair service.
- 2 The customer service agent dispatched a technician to the site.
- 3 The technician traveled to the site to diagnose the problem.
- 4 The technician traveled to one or more unmanned storage facilities to attempt to locate the needed part.
- 5 If the part could not be found, the technician called customer service.
- 6 The agent sourced the needed part and identified a carrier to deliver it.
- 7 The technician traveled back to the site for repairs.

With limited visibility to parts inventory, customer service agents were not equipped to make smart sourcing recommendations, and technicians wasted valuable time traveling to multiple stocking locations to locate needed parts — oftentimes putting SLA commitments in jeopardy.

### AFTER FEDEX CRITICAL INVENTORY LOGISTICS



- 1 Banking and retail customers call to request repair service.
- 2 The customer service agent dispatches a technician to the site.
- 3 The technician travels to the site to diagnose the problem.
- 4 The technician calls command-and-control to request the needed part.
- 5 Within minutes, the agent locates the needed part and schedules pickup or delivery.
- 6 The technician has the part in hand to meet even the tightest SLA commitments.

Proprietary order-optimization and inventory-management software gives Wincor Nixdorf complete visibility to parts inventory — along with the delivery time and costs associated with transporting the part from each stocking location to the desired site. If the part is nearby, the agent may schedule a "will call" pickup order or, to save time, a courier can be dispatched to meet the technician at the site. If the technician schedules a repair the following day, the part may be shipped via the reliable FedEx® network to arrive the next morning. The agent and technician have more options to successfully meet SLA commitments. The sourcing and transportation decisions can be automated or manual. Reverse logistics is built into the system, and parts replenishment is automatic.

“Without good-quality service, we can’t sell our machines. People won’t buy them if you can’t guarantee service.”



ULRICH SEEMANN, VICE PRESIDENT, SERVICES DIVISION

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