



↓ 01 **A supply chain solution for Olympus – across different industries and sites**

Arvato offers Olympus a tailored distribution solution which is perfectly suited to the requirements of medical equipment and camera technology from its sites in Düren, Hamburg and Harsewinkel.

↓ 02 **Background**

Olympus was looking for a distribution partner that could draw on far-reaching know-how in logistics processes as well as in medical and camera technology to create customised distribution solutions for its own product divisions and to constantly optimise and develop these solutions in a forward-looking and customer-oriented way.

↓ 03 **Vision**

An integrated, one-stop distribution concept which creates the perfect conditions for different business units to ensure customer satisfaction and keep controlling expenses as low as possible for Olympus.



About Olympus

- Olympus is one of the world's leading manufacturers of optical and digital precision technology.
- Its portfolio includes innovative solutions for state-of-the-art medical systems, digital cameras as well as microscopes and industrial inspection instruments.
- Founded in 1919 in Japan, Olympus has been synonymous with a pioneering spirit and innovation for more than 90 years.



↓ 04 Solution

As a cross-industry service partner with a vast network of sites, Arvato has developed a distribution solution which optimally combines the advantages of multi-user sites and existing industry know-how for both medical equipment and camera technology.

At the Düren site, the camera business was implemented in the direct vicinity of other high-tech and electronics businesses. With a view to distributing its medical equipment globally, Olympus established a new site in Hamburg in 2012, closely followed by an expansion project in 2016 which saw the logistics space available more than doubled.

From its site in Allermöhe, Arvato operates both the distribution centre for the pan-EMEA Olympus marketing and sales company and also the central warehouse for its regional Olympus Surgical Technologies Europe (OSTE) production centre which delivers to Olympus sales business centres globally. The centre's portfolio includes more than 5,000 medical products such as endoscopes, laparoscopes and electro-surgical devices. More than 22,000 articles are stored here in total, ranging from large medical devices to small replacement parts. A further 2,000 ENT products were added following the expansion.

Arvato meets individual requirements

The wide spectrum of articles, strong variations in shipping volumes and stocks of the two Olympus business centres place great demands on the warehouse. A bonded warehouse was also set up to realise cost savings and the site was certified in line with ISO 13485 for handling medical equipment. The status as a "known consignor" allows air freight to be loaded quickly without additional checks at airports.

Keyfacts location Hamburg

17,200 m² logistics area

4,600 pallet locations

490 dangerous goods pallet locations

70,000 storage locations

171,000 delivery notes (2015)

2,510,000 shipped units

ISO certification 9001 + 13485





In addition, in Hamburg a storage unit for hazardous materials with space for around 500 palettes was established and a hazardous material organisation system implemented to ensure that the storage and delivery of hazardous materials/goods always complies with legal provisions. Assembling various individual components to form a kit and its subsequent dispatch is a further service provided in Hamburg. The outgoing goods processes are rounded off with an efficient bulking concept which ensures that orders are optimally pooled.



“With its widespread services, different industry solutions and standardised infrastructure, Arvato provides ideal preconditions and optimum support so we can also meet the logistics requirements of our role as EMEA headquarters.”

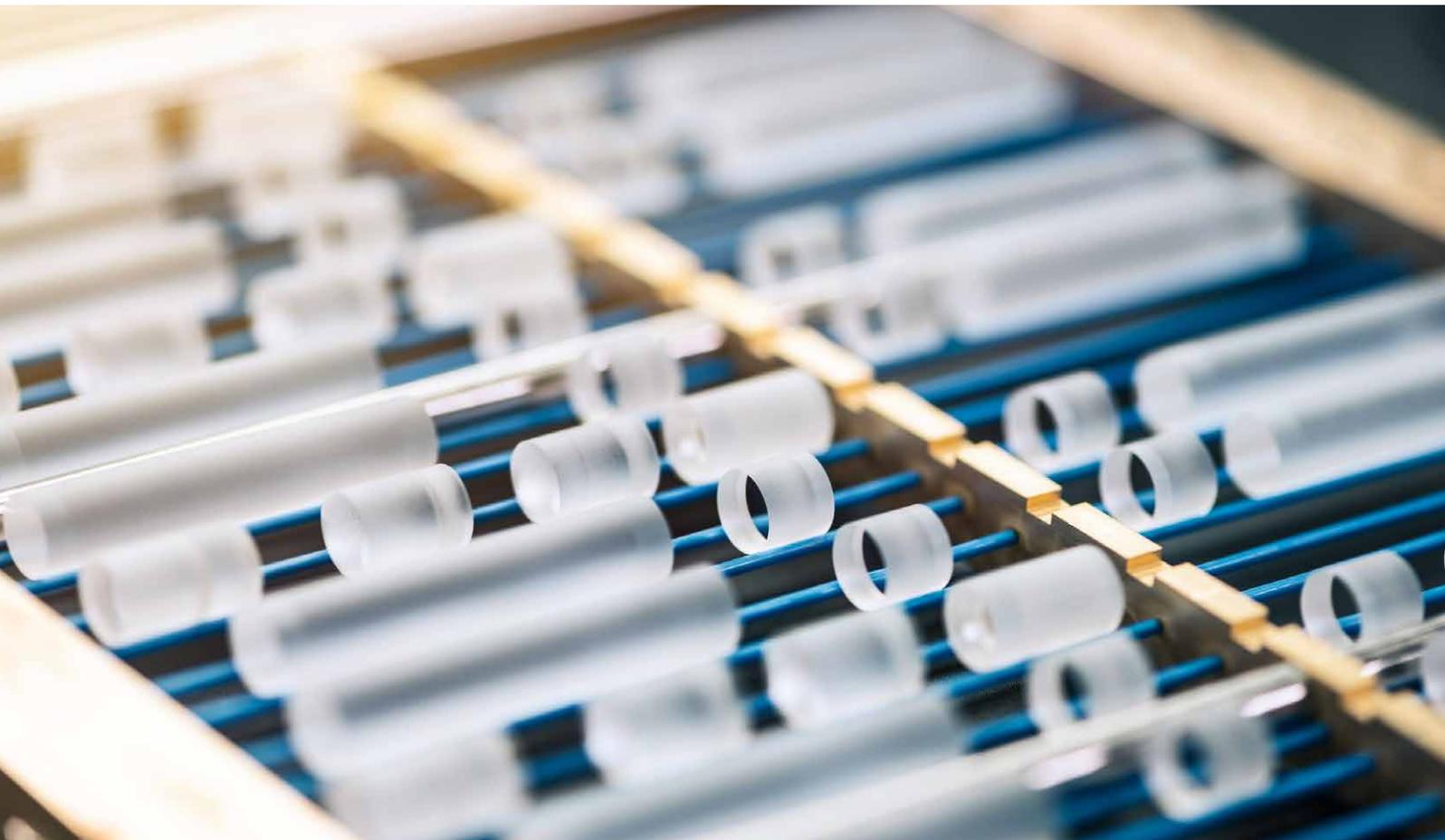
Joachim Schmidt

General Manager Supply Chain Management, Olympus Europa SE & Co. KG



Our services

- Warehousing incl. hazardous goods/ materials handling and bonded warehouse
- Bulking processes
- Shipping fast-moving consumables and manuals (next day deliveries)
- Packaging procurement
- Transport management
- Wide-ranging IT support
- Executing the processes relating to the change of ownership of goods between the manufacturer and sales company
- Integrated print-on-demand processes for manuals
- Printing Olympus manuals





Global distribution

Arvato's service portfolio includes shipping large volumes on behalf of the manufacturer to other Olympus distribution centres throughout the world as well as final-mile delivery for the sales company to medical centres and hospitals across Europe. As a premium manufacturer, Olympus attaches great importance to the satisfaction of its customers. Arvato helps deliver on these expectations by constantly optimising its service level and offering rapid delivery times of a maximum of 24 hours in Germany and 48 hours throughout Europe. Thanks to its transport management system, Arvato has also taken on part of the transport management workload of Olympus, including tracking and tracing.

Value-added service

The print-on-demand processes for printing the manuals for the Olympus devices are smoothly integrated into the existing distribution workflows. The corresponding consumables and their manuals are sent out by Arvato Healthcare from the Harsewinkel multi-user site, which offers scalable structures for peak periods and late cut-off times by virtue of its location. As a result, the products reach the recipient within one day. Smooth execution is ensured by a robust IT infrastructure based on SAP which offers maximum transparency across the entire medical equipment business thanks to its regular reporting. This infrastructure also documents the changes of ownership of goods from the manufacturer to the sales company.

Arvato prints in Hamburg



19,452 different manuals in 28 languages



Printed manuals/year: 1,2 millions



Printed pages/year: 18,3 millions



↓ 05 Added value

Particularly at times of temporary peak shipping volumes, Olympus benefits from the scalable structures of Arvato sites while still maintaining maximum transparency in all processes. The logistics expertise and best practice experiences from many different sectors also offer the best conditions for constantly optimising warehousing and distribution processes.



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