

PRESSEMITTEILUNG

arvato expands transport services in France

- **New in-night network under development with French partner**
- **In-night distribution expands its services for the optician sector**
- **To start on September 1, 2013**

Gütersloh/Germany, August 22, 2013 – arvato Transport is expanding its services for the optical sector in France with a new network for in-night deliveries. The in-night network, which will be put together with one of the leading French shipping companies as a partner, is planned to start on September 1. arvato currently provides scheduled transport services to France for optical manufacturers; these can be fed into the new network in the future.

“In-night distribution is growing in importance in many branches of business, as it offers companies a quick and cost-efficient delivery service,” says Patrick Bos, Director of Transport Management at arvato Transport. “On the French market, there is currently only one in-night service provider catering to the needs of opticians. This makes this new network a real alternative and an important component of our individual shipping solutions for the optical sector. Bundling deliveries together on their last mile is another aspect of optimizing optical customers’ distribution strategies. For opticians, this means that the products they order will now be delivered to their door by a single carrier. By co-operating with our network partner, we will now be able to offer this service in France, too.”

The French transport company is adding in-night distribution to its successful day-delivery network. In future, opticians with a safe box where their orders can be stored securely will receive their deliveries at night. Contact lenses, for example, that are ordered on a given day will arrive with the customer the next morning between 5 a.m. and 9 a.m.

This new solution offers companies in the optical sector more than just the potential to save money when distributing their products due to bundling and in-night delivery. Because manufacturers have to comply with European GDP legislation for the pharmaceuticals industry when distributing their products, they are faced with the challenge of needing to find suitable shipping providers who offer not only efficient small-parts logistics, but also an active cold chain solution. As a result, they frequently use different freight transport companies. That makes shipping and invoicing more complex, however. Finding the right carrier for every delivery is time-consuming and costly.

This task of identifying and selecting carriers is another of the services offered by arvato. “We manage a transport network with more than 100 freight transport companies, and they are all connected directly to our transport management system artis,” says Bos. artis acts as a kind of freight exchange; it can filter out the right carrier for the customer – the

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one that fits best in terms of the cost and benefits – in a matter of seconds. The benefit of the multi-carrier solution is that customers only have a single contact but can use the services of several providers – and they may receive only 52 invoices instead of as many as 1,500. All processes are synchronized by artis and controlled centrally. This ensures that monitoring, control, and evaluation of all commodity flows is guaranteed across several shipping companies. That creates transparency and forms the basis for transport efficiency and cost effectiveness while maintaining a maximum level of service. At the same time, artis can be used in particular to bundle transports together efficiently along the last mile.

This is a concept with a future. “In France and in other countries, we are currently researching other sectors with the same or similar recipient structures,” says Bos. “After all an in-night delivery containing parcels from several suppliers also saves customers in other sectors money. It also protects the environment, because fewer vehicles means fewer emissions.”

arvato AG

arvato AG is a leading European BPO provider. More than 63,000 employees design and implement tailor-made solutions for a wide range of business processes for business customers from all over the world along integrated service chains. These include all services concerning data management, customer care, CRM services, supply chain management, digital distribution, financial services, qualified and individualized IT services, and the creation and distribution of print products and digital storage media.

The arvato Transport business unit offers tailored transport solutions for each customer based on a unique, flexible and thus cost-optimized transport network. Connected to the specially developed transport management system artis, the solution can always rely on a scalable network covering all routes, carriers and transport units. Customers benefit from reduced costs through multi-carrier solutions and cross-sector know-how, controlled by a leading international service provider in this segment. The holistic approach covers all processes from needs analysis to design of transport chains, from carrier selection and customs formalities to returns management. The company coordinates more than 100 transport companies around the world every day, and its unique network carries a transport volume worth more than EUR 500 million to over 200 countries annually.