

Service Parts Supply Chain

Service parts supply chain management is complex, with challenges stemming from a large number of part SKUs, managing service parts agreements for thousands of clients spread over multiple installation sites, unstable and unpredictable demand, as well as the complexity of the overall supply and distribution across diversified markets.

Unilog enables your organization to operate a smart and flexible Supply Chain design at the highest level of execution. We are your partners in an end-to-end solution that meets your global business goals — with the flexibility to support a high product mix and the agility to implement new locations in new markets, supporting your expanding installed client base globally.

We are committed to providing quality solutions to our partners. Our proven methodology is agile enough to be tailored to your unique requirements. Unilog's team is available 24/7, supporting our partners anywhere and anytime.

Our network is built to create extensive convergence and scalability:

Distribution Centers (DC)

Large scale facilities that accommodate large quantities of inventory for the purpose of direct delivery to clients and to route stock replenishments to Unilog Strategic Stock Locations (SSL).

The DC's are often equipped to handle various value-added services such as SW installation, performing Tier 1 problem verification, and repairs.



Strategic Stock Location (SSL)

Facilities are located in close proximity to installed sites in multiple geo-points, allowing the uninterrupted rapid supply of critical replacement parts with SLAs starting from 90 minutes — 4 hours, ensuring your client the highest level of “uptime.”



Solutions

Global Inventory Planning and Management

Global Inventory Planning and Management – efficient models developed by our business intelligence team can help your organization to optimize your inventory levels and availability globally.

Global Trade Compliance

Global trade compliance – our in-house team of global trade compliance together with a global network of in-country customs and tax consultants ensure your activity is compliant throughout your supply chain, we provide global coverage of IOR/EOR services for both sales and RMA needs including licensing and certification where needed, ensuring uninterrupted regulatory compliant supply's flow.

Distribution Transport Management

We are interconnected with more than 100 different carriers globally, allowing best-in-class solutions in every territory both in terms of service and cost, ensuring real-time visibility on the final mile delivery.

Value-Added Services

Value-Added Services – a one-stop shop for your inventory needs. Our DCs provide a variety of value-added services which save you time, cost, and mileage:

- Inbound QC, power-up/boot-up testing
- Re-packing, packing, re-labeling & kitting
- Software updates
- Problem verification testing
- Tier 1 repairs, onsite technicians

Control Tower

Our unique state-of-the-art platform provides full transparency in every link of your supply chain, fully adjustable to your organizational needs and culture. We prevent disruption to your supply chain!

24/7 Support

Our team will know you and your business needs from the inside out. Our personal approach allows for a smooth flow of communication that ensures rapid execution.

Asset Recovery

Asset recovery – Ensuring your RTV management is optimized to the fullest extent improving your inventory cycle, your company balance, and environmental responsibility.

Dedicated team working systematically to reach your end clients and help them arrange the return of your assets, Automated tools generating return kit for a higher return rate

Pro-Active SLA Monitoring

We monitor every transaction from the perfect pick at the warehouse up to POD. Any challenge in the process is efficiently resolved by our team. “We deliver your promises” is not only our motto – we live by it.

Agile Network

From decision-making to the field, we ensure rapid implementation of new locations and solutions from start to finish.

Cost efficiency

Our business intelligence team constantly analyzes and monitors KPIs to identify patterns and derive key insights to the benefit of your business's budget.

Innovation

- In-house team
- Invest resources in development / constant dev.
- Collaborate with leading technologies
- Offering our customers' development package to support their innovative initiatives



Why Unilog?

Unilog specializes in global fulfillment & mission-critical logistics services. Our flexible, customized supply chain solutions, based on best practices and expertise, work seamlessly with internal client operations to ensure time-definite delivery wherever and whenever necessary. We support our clients' needs anywhere any time by utilizing advanced technology coupled with the best team, leading 3PLs & service providers.

Unilog provides comprehensive, efficient, reliable, fast, transparent, and agile supply chain solutions to meet your business goals.

Connect your supply chain operations to our global service sites network and give your brand an edge over your competitors.



State-of-the-art proprietary technology, 360° SCM platform available anytime and anywhere



Robust 3PL network, agile and scalable



Always up, our 24/7 Team proactively monitors your activities to prevent any disruption.



Cost-efficient, enabling you to optimize your consumables management.



Partnership, we don't just close a sale, we start a relationship.