

Case Study

IT Solution Provider Creates Service Stock in Russia



A well-known American IT solution provider serves a wide range of international customers. In case of equipment breakdowns, the company is responsible to provide already customs cleared replacement parts within limited time frames. Their customers expect the company to cover Russia/EAEU in their overall service scope as well.

Starting Situation

The company needed to establish a local stock of already customs cleared parts to serve as replacements for breakdowns. A local stock is necessary because the final customers do not wish to be involved with any customs related issues, and delivery of a replacement part should usually take place on the next business day. As the company did not have a legal entity in Russia, a solution was required beyond general logistics.



Solution

Hellmann acts as the Importer of Record for the complete inventory, obtains required certification/homologation where required and covers all daily activities with respect to order processing, deliveries, and pickup of replaced items.



On a monthly basis, the replaced items are exported to Europe for further processing. With a dedicated service fulfillment team, that works directly in the SAP system of the company, we facilitated a fast and sustainable country launch with minimum impact on the internal business processes of the company.

Conclusion

By appointing Hellmann as the Importer of Record and partner for all local activities, the company increased their service coverage and expanded their role with existing and potential customers without having to invest in establishing and maintaining local infrastructure.



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