

Case Study

Machinery Manufacturer Creates Spare Parts Solution Ukraine



An Italian packaging equipment manufacturer is competing for a major contract in Ukraine. The customer plans to replace their packaging lines throughout 12 different locations in the next three years. Local availability of spare parts is a mandatory requirement to be considered in tenders.

Starting Situation

The manufacturer has two service partners in Ukraine but none of them was willing to invest in an extensive spare parts stock. The manufacturer was willing to create a stock at its own expense but wanted to remain in full control of the spare parts if they until payment was made. They considered opening their own local entity but disliked the recurring costs and management resources required. Therefore, they searched for an alternative.



Solution

By appointing Hellmann as the Importer of Record, the manufacturer was able to create a stock in Russia that is fully controlled by the manufacturer. Since the local infrastructure is provided by established Hellmann teams and infrastructure, fast implementation was possible and no major investments or high recurring costs were applicable.



By calculating all costs in advance, the manufacturer could include the costs of a local stock in their overall commercial offer and implement it only after they actually won the tender.

Conclusion

By appointing Hellmann as the Importer of Record, the manufacturer keeps full control of their local stock and provide an independent solution to the customer. Whenever there is a breakdown, guarantee replacements are performed by the next business day at the latest when goods are in the local stock.



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