

SERVICE BENEFITS:

- » Spare parts available where and when they are needed
- » Managed shipping costs including returns of defective material
- » Failure analysis to allow for planned improvements
- » Supply chain management to lower the cost of stocking spares
- » Information concerning installation base and issues in real time

Increase Efficiency with Outsourced Logistics

Ensuring the quality, ease and efficiency of logistics management can be a costly endeavor for many businesses struggling to provide superior customer service for warranty support or hardware service.

As an alternative, outsource your logistics needs to Phoinix Group where we apply years of experience to effectively manage both cost and customer satisfaction.

Utilizing our ISO 9002 Certified processes and procedures, we insure that the right parts are available at the right time to effectively repair or remedy problems on the first visit. Phoinix Group analyzes the need for spare parts and applies just in time strategies for delivery, minimizing inventory while exceeding the guaranteed service levels.

Tight inventory control is our first priority. Phoinix Group administers the return of defective material to maintain a high percentage of parts returned and also handles the repair and ultimate disposal of defective material at the lowest possible cost.



Instant Access to Information

Phoinix Group is committed to sharing information concerning the status of parts and their progress through the use cycle in real time. Details related to the ordering of parts, shipping and tracking information are available on-line through our proprietary portal, Share Point™.

When logistics services are outsourced to Phoinix Group, information is constantly updated and meticulously maintained using our user-friendly web interface. Through Share Point, you may run reports periodically or schedule them to be delivered routinely.

Mission-Critical Logistics Services

In addition to the routine requirements of logistics, Phoinix Group specializes in handling mission-critical concerns per your specific Service Level Agreements. With our 210 strategic stocking locations, spare parts can be stored and maintained regionally when rapid availability is a requirement. When the mission is critical, Phoinix Group logistics is up to the challenge.

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